

### **Training and Development**

Training and Development, an office within Human Resources, helps employees and faculty members at Georgia Southern University learn in a variety of ways. Explore our web site to find out more about our services, then give us a call or send us an e-mail. We'll work together to figure out a way for you or your department to increase your knowledge and skills and acquire new competencies.

The mission of Training and Development is supporting employees and faculty members of Georgia Southern University in learning as individuals and in groups. We work to provide Georgia Southern University staff and faculty members with easy access to quality learning opportunities.

### **Registration Guidelines**

- Class sizes are limited and are filled on a first-come basis.
- Complete and submit one registration form for each class.
- Please register at least 1-2 weeks prior to the scheduled training date for all training classes.
- Registration forms are located on the Training and Development website  
<http://jobs.georgiasouthern.edu/T&D/>
- Registration forms received after a class is filled are automatically put on a waiting list. Waiting list registrants are notified of vacancies and moved into classes as cancellations are received.

### **Course Confirmation**

Once the Training and Development Office has received and verified availability of your requested training session, you will receive an electronic course confirmation.

A Groupwise appointment will be sent to your e-mail prior to the course date. To accept the registration, press 'Accept' in the upper left-hand corner and your Groupwise calendar will be updated for this training session.

To decline this appointment and cancel your registration for the session listed, press 'Decline.' This will remove you from the roster for the session.

If you have not received confirmation within four business days of registering for a session, please contact the Training and Development Department at 871-1687.

### **Cancellation Policy**

If you are unable to attend a class that you have registered for, please contact the Training and Development Office at 871-1687.

### **Training Location**

Training courses will take place in different locations throughout the campus. Please double check before you go to the course.

### **Late arrivals to training**

Please arrive on time to allow time to check in. Call Training and Development at 871-1687 if you know you will be late for a class. Participants who arrive 15 minutes late must have approval from the Training Manager to enter the class.

### **Class size:**

Recommended class size is a minimum of four (4) students and a maximum of sixteen (16) students, unless otherwise indicated.

If less than four (4) students enroll in a class, the class will not be held. Students and instructors will be contacted prior to the class start date with appropriate instructions.

### **Certificates**

Certificates are prepared to those employees who both complete a session and indicate an interest for one on their evaluation.

The certificate along with a letter of completion will be sent to the participant's supervisor.

### **General information**

- For comfort, bring a sweater or jacket to the training class.
- Bring a pen or pencil.
- If special needs are required due to a disability, please contact Training and Development at 871-1687.

### **Courses Available**

Please visit the Training and Development web site to view all of the courses offered <http://jobs.georgiasouthern.edu/T&D/>.

### **Training Requests**

If you have a training request for yourself or for your department, please contact the Training Manager at 871-1687.


### **Fees**

There is no course fees for Georgia Southern University classified employees, faculty members, or student workers unless otherwise indicated.

### **Customized or Departmental Training**

The Training and Development Office can assist departments in meeting specific training needs for their faculty members and staff. We will provide resources or coordinate customized training sessions upon request. Training can be conducted in the HR training room or at the requestor's facility. For more information, please e-mail Training Manager, Ale Kennedy at [alekennedy@georgiasouthern.edu](mailto:alekennedy@georgiasouthern.edu) or call 871-1687.

### **Contact Information**

HR Training and Development  
 (912) 871-1687

### **Course Instructors**

The Training and Development staff, Georgia Southern University faculty and Georgia Southern University staff members teach many of the courses offered in this book.


### **About this course book**

This course book was developed by the Training and Development Office within the Human Resources. This book serves two purposes:

- 1) To promote professional and personal development for the Georgia Southern University campus community.
- 2) Create a centralized place where campus employees and faculty members can locate and attend training sessions offered on campus.

An electronic course book is located on the Human Resources web site at <http://jobs.georgiasouthern.edu/T&D/>



 When you see the Georgia Customer Service peach logo next to a training class, this signifies Georgia Southern University's commitment to the state's Customer Service Initiative. Governor Sonny Perdue recently launched the initiative, in which all state agencies have united in an effort to make Georgia the best-managed state in the country.

### **Continuing Education Credits:**

As of January 1, 2008, CEU's will be given for completing many of Georgia Southern University's training courses. The number of CEU's granted is noted on each course page. The Continuing Education Department maintains records of the CEU's.

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*Don't forget that the Training and Development Office can customize any training course for your department. You choose the course, date, time, and location!*

*We'll exceed your expectations!*

# Administrative Support Professional Series

Instructor: Training and Development Staff

Georgia Southern University Administrative support staff is responsible for an ever-changing landscape of activities and procedures. This certificate program is designed to introduce you to valuable information surrounding all support level duties on campus.

## Session One: Communicate with Confidence

- Understanding the communication styles
- 5 assertiveness techniques
- Asking questions with confidence
- Speaking with confidence

### Date and Time:

Tuesday, April 1 8:30-11:30am

## Session Two: Meeting Minutes

- Meeting minute do's and don'ts
- Who and when to distribute meeting minutes
- What to capture in your minutes
- Meeting minute formats

### Date and Time:

Thursday, April 3 8:30-11:30am

## Session Three: Organize your Time, Space, and Responsibilities

- Developing a filing system that works for you
- Beating deadlines and time wasters
- Organization tips
- How to turn chaos into momentum

### Date and Time:

Tuesday, April 8 8:30-11:30am

## Session Four: Professionalism: Project a Winning Image

- Professional etiquette
- Communication Tips
- Dynamic telephone skills
- Training opportunities

### Date and Time:

Thursday, April 10 8:30-11:30am

## Session Five: Knowing Your Rights in the Workplace

- What is harassment and discrimination?
- What are my rights at Georgia Southern University?
- Valuing diversity
- Common questions and answers on discrimination and harassment

### Date and Time:

Tuesday, April 15 8:30-11:30am

You can attend one or all modules; however, in order to receive a certificate of completion you must attend all modules.

\*\*\*Please register for each class individually\*\*\*

### Location:

All sessions will be held in the Nessmith Lane Building  
Continuing Education Room 2903

### CEU's

1.5

# Professional Development Courses

## **B**usiness Etiquette

*Instructor: Training and Development Staff*



The way you handle yourself in a business and social environment can reveal a lot about you, and your position within an organization. From meetings with the boss to meetings with clients and customers, knowing the right things to do and say can make a tremendous difference in helping you and your department reach its goals.

### **Topics covered:**

- The benefits and importance of business etiquette
- Greetings
- Handshakes
- Office etiquette
- Gift Giving
- Equipment etiquette
- Professional appearance and attitude

### **Intended audience:**

For all campus employees, student workers, and faculty members who want to learn the essentials of business etiquette and how to present themselves in a professional manner.

### **Date and Time:**

Wednesday, March 12 1:00-3:00pm

### **Location:**

HR Training Room

### **CEU's:**

.2

## **C**ommunicating Assertively

*Instructor: Training and Development Staff*

If you know what you want to say, then just say it. However, sometimes it is not that simple, because doubt begins to enter our minds. This course will help you prepare assertive responses and strengthen your assertiveness skills.

### **Topics covered:**

- Practice assertive communication
- What is assertiveness?
- Self-assessment to determine your level of assertiveness
- Understanding the four communication styles
- Key assertiveness techniques
- Picking and planning your battles
- Speaking with confidence

### **Intended audience:**

For all campus employees, student workers, and faculty members who may feel that they are too aggressive when they speak or feel that they need to speak up more for themselves.

### **Date and Time:**

Thursday, April 17 8:30-11:30am

### **Location:**

Nessmith Lane Building Continuing Education  
Room 2903

### **CEU's:**

.2

## **C**ommunication Skills and Attitude for Success *Instructor: Training and Development Staff*



One of the biggest mistakes we make each day at work and at home is to underestimate the power of communication. We simply take for granted that communication really is a tool, and that it can help "make or break" us. This training program shows us how our daily communication skills and attitude can dramatically propel us to new levels of success.

### **Topics covered:**

- The importance of a positive attitude
- Developing and maintaining a positive attitude
- How a positive attitude can help you get what you want
- Putting a twist on a negative attitude
- How others perceive your attitude
- How to change your attitude
- Send a strong message about your credibility
- Polish your communications skills

### **Intended audience:**

For all campus employees, student workers, and faculty members who find themselves having negative thoughts, and wanting to find new ways to act and communicate positively.

### **Date and Time:**

Wednesday, March 26 1:00-3:30pm

### **Location:**

HR Training Room

### **CEU's:**

.25

## **C**ommunicating and Dealing with Difficult People *Instructor: Training and Development Staff*



Everybody has at least one difficult person to deal with in everyday life. All of us have our own communication style when dealing with others, especially difficult people. This workshop introduces several difficult personality styles and how to deal with each of them after understanding your own personal communication style.

### **Topics covered:**

- Identifying your communication style
- Identifying the four types of communication styles
- Reminders for when dealing with a difficult person
- Explaining what each difficult personality needs
- Describing how to handle these difficult people
- Identifying the 10 Action Steps for dealing with difficult people

### **Intended audience:**

For all campus employees, student workers, and faculty members who want to improve relationships with their co-workers and better understand how to deal with difficult people.

### **Date and Time:**

Wednesday, May 21 1:00-3:30pm

### **Location:**

HR Training Room

### **CEU's:**

.25

## **C**oping With Anger

*Instructor: Training and Development Staff*

A recent study done by the Gallup Organization found that one employee out of six reported being so angry at a coworker that he or she felt like hitting that person - but didn't. And even more people in clerical, office and sales jobs (22%) said that they felt that angry.

### **Topics covered:**

- Identify how well you handle anger
- Methods of coping with anger
- Learn techniques to understand the source of the anger
- Eight anger control techniques
- Identify the levels of anger

### **Intended audience:**

For all campus employees, student workers, and faculty members who want to improve their relationships with others in the workplace by coping with their anger.

### **Date and Time:**

Wednesday, May 7 2:00-5:00pm

### **Location:**

HR Training Room

### **CEU's:**

.2

## **D**ealing with Hostile Customers

*Instructor: Dr. Beverly Graham, Communication Arts*

Unfortunately, a hostile communication style is becoming more and more prevalent in today's workplace. Dealing with hostile customers can take a tremendous amount of mental energy and have a negative impact on our attitude toward work. This program is designed to help participants identify strategies that are effective in handling hostile or disgruntled customers. Topics addressed in this program include:

### **Topics covered:**

- Identifying essential service behaviors
- Identifying the types of hostile customer.
- Identifying the causes of hostile behavior.
- Learning methods of defusing hostile people.
- Learning the difference between red rules and blue rules

### **Intended audience:**

For all campus employees, student workers, and faculty members that want to improve their working relationships with one another, and their customers.

### **Date and Time:**

Thursday, January 31 1:00-3:00pm

### **Location:**

HR Training Room

### **CEU's:**

.2

## **D**iversity: Making Diversity Work For You *Instructor: Multicultural Student Center Staff*

Diversity in the workplace can be a very complex and sensitive issue. This workshop discusses the barriers to diversity and the steps that can be taken to break these barriers and make diversity work in your workplace. This three hour workshop will set the tone for cultural sensitivity in an effort to raise awareness and ensure a comfortable and fair workplace.

### **Topics covered:**

- What is Diversity
- Cultural Competence
- Multicultural Issues in the Workplace surrounding language and value systems
- Familiarizing the unfamiliar
- Cultural conflict resolution
- Assumptions and biases concerning different cultures and lifestyles

### **Intended audience:**

For all campus employees, student workers, and faculty members who want to learn more about accepting and understanding diversity at Georgia Southern University.

### **Date and Time:**

Friday, April 25 9:00am-12:00pm

### **Location:**

Russell Union Room 2080

### **CEU's:**

.3

## **E**nhancing Your Presentation Skills *Instructor: Training and Development Staff*

If you want to succeed in today's highly competitive business environment, you need to communicate well and present yourself successfully. Enhancing Your Presentation Skills is a two session training course which will help you to deliver presentations more effectively and successfully. The course is ideal if you already have no experience of presenting or public speaking or just want to brush up on your delivery skills.

### **Topics covered:**

- Master control of your nerves when speaking in public
- Use body language to build rapport and keep your audience interested
- Plan and structure your presentations creatively for maximum impact
- Know how to plan and structure a presentation

### **Intended audience:**

The course is ideal if you have no experience of presenting or just want to brush up on your delivery skills.

### **Date and Time:**

Monday, March 24 10:00am -12:00pm Part 1

Monday, March 31 10:00am -12:00pm Part 2

### **Location:**

HR Training Room

### **CEU's:**

.4

# **T**he Myers Briggs Type Indicator (MBTI) in the Workplace: A Key to Success

*Instructor: Amy Rowell, Career Services*

The Myers Briggs Type Indicator (MBTI) is often used to help you understand more about yourself and how you relate with others. You will have the opportunity to take the assessment and have your results interpreted by a qualified professional. The interactive interpretation of your results will help you:

- Follow educational and occupational paths which provide the most interest, enjoyment, and satisfaction
- Learn how to relate to other people in your lives and at work
- Solve problems and resolve conflict

## **Date and Time:**

### **Part I MBTI Assessment:**

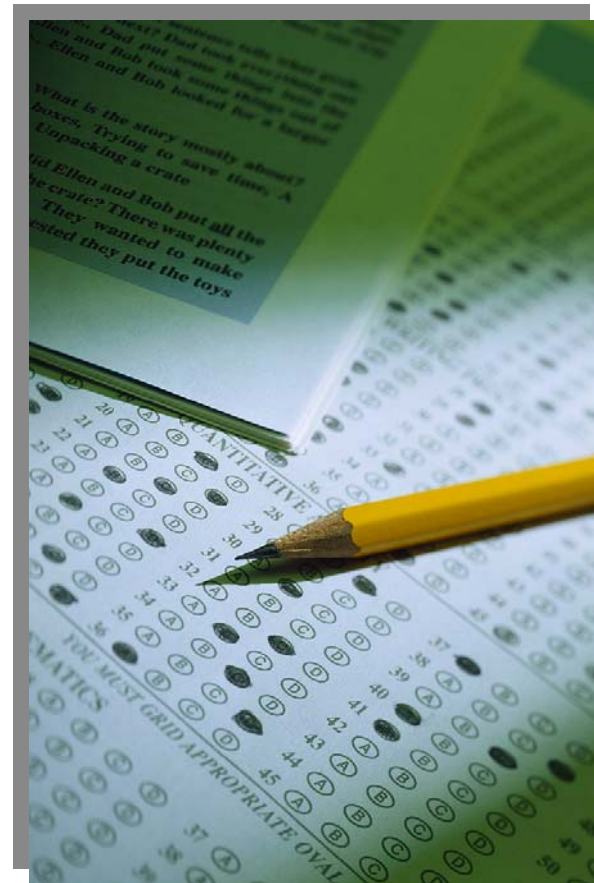
Monday, April 14 2:00-4:00pm

### **Part II Assessment Results and Overview of Styles:**

Monday, April 21 2:00-4:00pm

\*Must attend both sessions

Location: Russell Union Room 2043



## **T**ime Management

*Instructor: Training and Development Staff*

This workshop will teach you to control the vicious circle of time-pressure and stress, allowing you to make the most effective use of your time, energy and talents. It will show you how to select the time management system best suited to your personality and job; to empower others by using the key principles of time management, and to regain control by actively managing interruptions.

### **Topics covered:**

- What is time management?
- Assess how you manage your time
- How to set priorities
- Short and long term planning
- How to plan your day, week, and month
- Identify your time wasters
- Key principles to managing your time effectively



### **Intended audience:**

This class is intended for campus employees and faculty members, who are in search of ways to better manage their time, get organized and prioritize their tasks.

### **Date and Time:**

Wednesday, April 16 1:00-3:00pm

### **Location:**

HR Training Room

### **CEU's:**

.2

## **W**orking with and Understanding the Generation Mix

*Instructor: Training and Development Staff*

For the first time in American history, there are four generations in the American workplace. Each one has very different attitudes towards their career, bosses, companies, fellow workers, and lifestyles. The "disconnects" between boss and subordinate can be substantial.

### **Topics covered:**

- The key characteristics of the generations and how they differ
- The do's and don'ts of working with each group, including legal implications such as age discrimination
- The realities and challenges of each group
- Assumptions that each group makes about the others
- How to enhance/improve communications and working relationships across the generations

### **Intended audience:**

This class is intended for campus employees and faculty members, who want to improve communication and relationship with their co-workers, students, or subordinates by understanding their generational differences.

### **Date and Time:**

Wednesday, April 30 1:00-3:00pm

### **Location:**

HR Training Room

### **CEU's:**

.2

# Professional Writing Series

## **G**rammar 101 *Instructor: Human Resources Staff*

Did you ever wonder if you placed a comma or semi-colon in the wrong place or used a dash because you really did not know what to use? This refresher course will give you confidence to write an e-mail or memo without second guessing yourself.

### **Topics covered:**

- Determining where to place a comma
- Using a colon or semicolon
- Articles (a, an, and the)
- Hyphens and dashes
- Parenthesis
- Apostrophes

### **Intended audience:**

For all campus employees, student workers, and faculty members who want to brush up on their punctuation.

### **Date and Time:**

Thursday, May 8 9:00am-12:00pm

### **Location:**

HR Training Room

### **CEU's:**

.3



# Customer Service Series

*Be part of Georgia Southern University's new Customer Service Improvement Initiative!*



University System of Georgia (USG) Chancellor Erroll B. Davis Jr. is asking the 38,000 faculty and staff employed by Georgia's 35 public colleges and universities to provide faster, friendlier, more efficient service to the USG's "customers," including more than 253,500 students.

In coordination with Gov. Sonny Perdue's launch of the state's new "Customer Service Improvement Initiative" in which all state agencies have united in an effort to make Georgia the best-managed state in the country, Davis announced that every USG campus is poised to implement a plan for improving customer service.

In summer 2006, Governor Sonny Perdue launched Georgia's Customer Service Initiative, the goal of which is to make Georgia the best-managed state in the country. As a state agency, the University System of Georgia is an active participant in this initiative. Chancellor Erroll B. Davis, Jr., has said that "we intend to provide a model of service unparalleled in public higher education. Many of our faculty and staff already place our customers' needs first, but we need to institutionalize this practice and really own it."

The premise of these workshops is to recognize quality customer service and the foundation upon which an organization's success is built. Focus is on achieving quality customer service: sending a positive attitude to others, identifying the needs of your customers, providing for the needs of your customers, and making sure your customers are satisfied and return.



# **C**ustomer Service Certificate Series: Quality Matters

Instructor: Training and Development Staff



## **Module 1: It's About the Customer: Meeting Customers' Needs and Providing Quality Service**

The purpose of this course is to provide you with the skills to deliver quality customer service for both your internal and external customers. To understand and identify what your customers want and need.

**Date and Time:**

Tuesday, June 3 8:30-11:30am

**CEU's:**

.3

## **Module 2: The ABC's of Telephone Skills**

This course features powerful skills which will benefit anyone who interacts using the telephone. This course will provide helpful tips for answering and transferring calls in a professional manner.

**Date and Time:**

Thursday, June 5 8:30-11:30am

**CEU's:**

.3

## **Module 3: The Essential Keys to a Positive Attitude**

This program applies to all your team members. It will help viewers gain awareness that a great attitude isn't something that magically happens. Rather, it's a choice which people make in advance about how they are going to deal with life's events. The seven key points and review quotes after each segment will set the stage for better attitudes around your workplace.

**Date and Time:**

Tuesday, June 17 8:30-11:30am

**CEU's:**

.3

**Intended audience:**

For all campus employees, student workers, and faculty members who see the value in customer service, and want to enhance their customer service skills.

**Location:**

**All Modules will be held in the Nessmith Lane Building Room 2905**

One may enroll for each class individually; however, if you complete all 3 modules you will receive a certificate indicating that you have completed the Customer Service Certificate Series: Quality Matters.

# Management Series

## **P**erformance Evaluations

*Instructor: Training and Development Staff*

Performance evaluations are two words that can spark fear in the hearts of managers and supervisors. To help ease the pain and provide a better understanding of the policies and procedures involved with Performance Evaluations, this class will provide tips on preparing for and conducting an effective performance evaluation. All persons responsible for conducting Performance Evaluations should attend one of these training classes.

### **Topics covered:**

- What are performance evaluations?
- Performance evaluation problems
- How to fill out a performance evaluation
- The performance management cycle
- The appropriate atmosphere for an evaluation
- The performance evaluation discussion

### **Intended audience:**

All campus employees and faculty members responsible for conducting performance evaluations.

### **Dates and Times:**

Friday, February 29 2:00-4:00pm

Friday, March 14 2:00-4:00pm

### **Location:**

HR Training Room

### **CEU's:**

.2



## **A**dvanced Management Series

This training is developed for all managers at Georgia Southern University. This training series is designed as a continuation from the Management Training Series.

### **Topics Covered:**

#### **Session One: Managing Change**

- Discuss the four stages of change
- How to communicate change
- How to deal with employees how resist change
- Helping others cope with change
- Designing a plan for change

Tuesday, May 13 8:30-11:00am

#### **Session Two: Facilitating a Meeting**

- Discuss the meeting leader's responsibility before, during and after a meeting
- Meeting roles
- Handling difficult meeting members
- Preparing effective agendas
- Meeting minutes

Thursday, May 15 8:30-11:00am

#### **Session Three: Understanding Your Rights in the Workplace**

- State and federal employment laws
- What harassment is and is not
- Sexual harassment

Tuesday, May 20 8:30-11:00am

### **Length of course:**

To complete the Advanced Management Series, participants must attend all three modules 2-1/2 hour modules.

### **CEU's:**

**.9 CEU's (for all three sessions)**

### **Location:**

All Modules will be held in the Nessmith Lane Building Room 2903

## **M**anagement Training Series

*Instructor: Training and Development Staff*

This training is essential for all managers at Georgia Southern University. This training series is designed to prepare managers with the necessary tools to manage effectively at Georgia Southern University.

### **Topics Covered:**

#### **Session One:** Becoming a Manager at Georgia Southern University

Georgia Southern University's policies and procedures

- Personnel policies
- Managing performance
- Leaves

#### **Session Two:** Communication, Decision Making, and Delegating - Communicating as a Manager

- Tips to improve communication
- Identify your communication style
- Tactics for effective decision-making
- The decision making process
- Delegating

#### **Session Three:** Roles and Responsibilities - Differences between employees and managers

- Manager assessment
- Characteristics of an effective manager
- Management styles
- Manager's roles and responsibilities
- Manager myths

#### **Session Four:** Developing Employees

- The three step process to developing employees
- Tips and benefits for developing employees
- Six step process to developing an effective orientation program
- Situations that require training
- Types of training
- Analyzing employees training needs
- Signs that coaching needs to take place
- The coaching process
- Guidelines for giving and receiving feedback

#### **Session Five:** Creating a positive working environment

- 7 Steps to Create a Positive Work Environment
- Techniques to motivate employees
- Benefits to rewarding employees
- Tips for rewarding employees
- Resolving Workplace Issues

#### **Session Six:** Handling conflict

- Identify the different types of conflict
- Understand the positive and negative effects of conflicts
- Tips for resolving conflicts
- The process for resolving and handling conflicts

### **Intended audience:**

Managers, supervisors, and directors

***Continued on the next page***

# **M**anagement Training Series

**Length of course:**

To complete the Front Line Management Series, participants must attend all six modules 2-1/2 hour modules.

**Dates:**

Tuesday, March 4  
Thursday, March 6  
Tuesday, March 11  
Thursday, March 13  
Tuesday, March 18  
Thursday, March 20

**Times:**

8:30am – 11:00am

**CEU's:**

**1.5 (for all six sessions)**

**Location:**

All Modules will be held in the Nessmith Lane Building Room 2903



**H**iring Procedures:  
**I have a job vacancy... What do I do now?**  
*Instructor: Demetrius C. Bynes, Employment Manager*

**Course description:**

Ever wonder what to do after you have a vacant position? What are the correct steps taken to fill vacant positions? This course will go through all of the steps from posting the position, interviewing the candidates, to their first day of work.

**Topics covered:**

- How to complete an employment request
- Recruitment efforts
- Interviewing tips
- The steps taken after you have selected your candidate

**Intended audience:**

All campus-hiring managers who ever asked an employment hiring question.

**Date and Time:**

Thursday, April 24 1:00-3:00pm

**Location:**

HR Training Room

**CEU's:**

.2

**I**nterviews: Hiring the Right Person  
*Instructor: Demetrius C. Bynes, Employment Manager*

This course provides the techniques that will transform you into an extraordinary interviewer. This course is interactive, giving every participant opportunity to practice and perfect new skills and concepts. By the end of the course, you will have the tools to structure, conduct and evaluate job interviews. This course will touch on Georgia Southern University hiring policies or procedures as well PeopleAdmin Q&A.

**Topics covered:**

- How to prepare for an interview
- How to determine who should be on the interview panel
- How to begin an interview
- Questions to ask during an interview
- Questions to avoid during an interview
- Recognize EEO regulations
- Basic tips while interviewing
- Procedures to follow once the interview is over

**Intended audience:**

Hiring managers

**Date and Time:**

Thursday, May 22 1:00-3:00pm

**Location:**

HR Training Room

**CEU's:**

.2

## **R**etention: What We Can Do to Help *Instructor: Demetrius C. Bynes, Employment Manager*

Have you noticed a trend in your department? Are you constantly finding yourself interviewing for vacant positions? Do you find yourself wondering why can I do to keep employees? If so, this course is for you! This course will provide insight on why employees leave and some tips on how to retain your employees.

### **Topics covered:**

- Tips to reduce turnover
- Reasons for turnover
- The cost of turnover
- Tips to motivate employees and increase morale
- Improving communication with employees
- Determining what really is the problem

### **Intended audience:**

Hiring managers

### **Date and Time:**

Thursday, June 12 1:00-3:00pm

### **Location:**

HR Training Room

### **CEU's:**

.2



# Student Series

## **Surviving the Workplace: Student Worker Series**

Student workers are a viable resource in helping staff and faculty accomplish their day to day goals. In order to make certain your student workers represents your department in a professional manner; invite them to attend one of these training sessions developed specifically for student workers.



## **Module 1: Making a Statement: Professionalism in the Workplace**

- Dressing for the part
- Communicating with respect
- Speaking with confidence to supervisors
- Business Etiquette

### **Date and Time:**

Wednesday, March 19 5:00-6:30pm

### **Location:**

Student Union Room 2073

## **Module 2: Managing Multiple Priorities**

- Determine which tasks need to be completed first
- Developing a To-Do-List
- Staying on task
- Organizational tips

### **Date and Time:**

Wednesday, April 23 5:00-6:30pm

### **Location:**

Student Union Room 2054

### **Intended audience:**

Campus student workers

A student can attend one or all modules in the series. A student can register on the training website by entering a valid e-mail address, or supervisors can register a student worker by contacting the Training and Development Office at 871-1687.

# Student Leadership Workshop Series

All workshops are held in the  
Russell Student Union  
Room 2044

## **Intended Audience:**

Students and campus employees interested in sharpening their leadership skills.

## **Leadership and Change**

*Presented by Dr. Abby Brooks Fitzgerald, Communication Studies*

As groups change and develop, leaders must adapt and support member adjustment. After all, the only thing constant is change! This session will introduce you to key leadership concepts and provide you with tools to effectively lead in our ever changing environments.

## **Date and Time:**

**Tuesday, January 29 5:30-6:30pm**



## **Listening Skills**

*Presented by Erik Sorenson, Graduate Building Director, Winburn Hall*

Can you hear me now? In an organization with different personalities and leadership strengths and weakness, listening to each other is very important. We all need to effectively listen to make the most of our organization, so come learn how to improve your listening skills for you and your organization.

## **Date and Time:**

**Monday, February 4 5:30-6:30pm**

## **Marketing your Leadership Skills**

*Presented by Bob Frigo, Assistant Director of the University Honors Program*

Thinking about life after your time at Georgia Southern? Looking for an internship and don't know how to present your leadership skills to future employers? Come to this workshop and discover how your involvement experience can be marketed so that you're the best candidate for any position!

## **Date and Time:**

**Tuesday, February 12 5:30-6:30pm**

# Student Leadership Workshop Series

## **Stress Management**

*Presented by America Minc, Associate Director of Campus Recreation & Intramurals*

Everyone gets stressed, especially when you have a major project, or a big event for your organization, but do you really know how to manage that stress? This presentation will provide information about what stress is, how it occurs, and what you can do to manage it.

**Date and Time:**  
**Monday, February 18**  
**5:30-6:30pm**



## **Group Dynamics**

*Presented by Dustin Sanderson, Southern Adventures Director & Matt McBride, Graduate Assistant, Campus Recreation & Intramurals*

In this workshop, students will learn ways to assess diversity in groups and use differences to the advantage of the team. This workshop will also offer insights into how a group can be more than just the individual members. Students who attend will understand groups better and be more prepared to make the most of group work.

**Date and Time:**  
**Tuesday, February 26 5:30-6:30pm**

## **Goal Setting**

*Presented by Hamal Strayhorn, Interim Coordinator of Residential Education*

What are your goals? How will you achieve those goals? This workshop will explore goals and how to achieve them. Come learn how to set realistic short and long term academic, life and personal goals and how to actively reach those goals.

**Date and Time:**  
**Monday, March 3 5:30-6:30pm**

# Student Leadership Workshop Series

## Leadership and Service

*Presented by Kelli Vincent, Graduate Assistant, Office of Student Leadership and Civic Engagement*

This brilliant workshop is your opportunity to discover how serving others can directly contribute to your development as a leader as well as enhance the quality of life in local and global communities. You will not want to miss this opportunity!

### Date and Time:

**Tuesday, March 11 5:30-6:30pm**

## Event Planning

*Presented by Lydia Karakolidis, Hall Director, Watson Hall*

Fundraisers, workshops and other programs all need to be planned well in order for the event to be successful. Come learn essential steps for putting together a program for your organization. These strategies will be suitable from the novice to the experienced.

### Date and Time:

**Tuesday, March 25 5:30-6:30pm**



## Communication Styles

*Presented by Dr. Brenda Marina, Assistant Professor, Leadership, Technology, & Human Development*

Master the art of communication in this workshop where you learn how to communicate effectively and positively. Assessing different communication styles will aid you as a lead an organization, serve others, and in your daily interactions.

### Date and Time:

**Monday, March 31 5:30-6:30pm**

## Customer Service

*Presented by Robert Meguiar, Training Specialist for the Division of SAEM*

Customer service is more than just a term used in the world of retail. No matter the profession, each of us provides service everyday. Whether assisting someone in a retail environment, or helping a fellow member of an organization with a project, good customer service is all about going above and beyond to produce an exceptional experience.

### Date and Time:

**Tuesday, April 8 5:30-6:30pm**



Register at <http://jobs.georgiasouthern.edu/TD/training/>  
All workshops are held in the Student Union Room 2044

# Computer Classes



# 2007 Microsoft Refresher Courses

The 2007 Microsoft Refresher courses are intended to help users who are comfortable with Microsoft 2003 programs; however, need assistance with the new features in Microsoft 2007.

If you need training on how to use Word, PowerPoint or Excel look in the following section and locate one of the instructional training courses.

**E**xcel 2007 Refresher  
*Instructor: Training and Development Staff*

The 2007 Microsoft Excel Refresher course is intended to help users who are comfortable with Microsoft Excel 2003 programs. This course will simply go over the key differences between 2003 and 2007 Microsoft Excel. Send a representative from your department to learn the key techniques, and have them teach the department.

**Date and Time:**  
Wednesday, February 13 2:30-4:30pm

Tuesday, May 20 2:30-4:30pm

**Location:**  
College of Education Room 2150

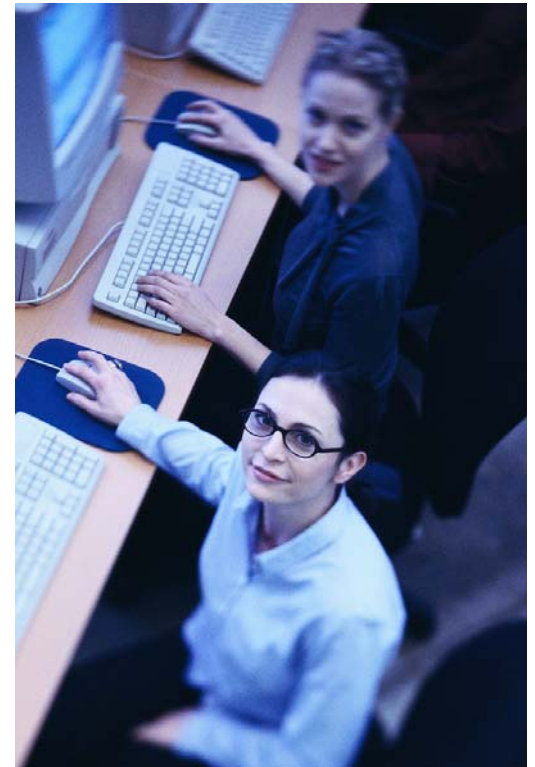
**P**owerPoint Refresher  
*Instructor: Training and Development Staff*

The 2007 Microsoft Power Point Refresher course is intended to help users who are comfortable with Microsoft Power Point 2003 programs. This course will simply go over the key differences between 2003 and 2007 Microsoft Power Point. Send a representative from your department to learn the key techniques, and have them teach the department.

**Date and Time:**  
Wednesday, January 16  
2:30-4:30pm

Tuesday, April 22 2:30-  
4:30pm

**Location:**  
College of Education  
Room 2150



# 2007 Microsoft Refresher Courses

**W**ord 2007 Refresher  
*Instructor: Training and Development Staff*

**Intended audience:**

The 2007 Microsoft Word Refresher course is intended to help users who are comfortable with Microsoft Word 2003 programs. This course will simply go over the key differences between 2003 and 2007 Microsoft Word. Send a representative from your department to learn the key techniques, and have them teach the department.

**Date and Time:**

Monday, March 17 2:30-4:30pm

Thursday, May 29 8:30-10:30am

**Location:**

\*\*\*College of Education Building Room 2150



# Computer Instructional Courses

## **E** Excel Courses Microsoft 2003 *Instructor: Training and Development Staff*

### Excel Level I

- Workbooks: Opening Workbooks, Creating Workbooks, Saving Workbooks, and Closing Workbooks.
- Worksheets: Inserting Worksheets, Renaming Sheets, Moving or Copying Worksheets, Deleting Worksheets, Formatting the Worksheets, and Hiding Worksheets.
- Rows and Columns: Selecting Rows or Columns, Inserting Rows or Columns, Deleting Rows or Columns, Adjusting Row Height or Column Width, Freezing Rows or Columns, and Hiding Rows or Columns.
- Cells: Formatting Cell Contents, Aligning Text, Setting Font Attributes, Formatting Cell Borders, Adding Color to Cells, Clearing Cell Formatting, and Clearing Cell Contents.
- Data: Entering Data, Inserting Comments, Moving or Copying Data, Deleting Data, Finding Data, Replacing Data, and Sorting Data

### Date and Time:

Wednesday, March 5 2:30-4:30pm

### Intended audience:

For all campus employees, student workers, and faculty members who would like to increase their Excel computer skills.

### Location:

HR Training Room

### CEU's:

.2

### Excel Level II

Using AutoComplete

Using AutoFill

Introduction to Formulas – adding, subtraction, multiplication, and division

Working with Formulas

Using the Formula Palette

Performing Averages

Copying Formulas to a Range of Cells

Using Auto Calculate

### Date and Time:

Wednesday, March 19 2:30-4:30pm

### Intended audience:

For all campus employees, student workers, and faculty members who already work with Excel and would like to increase their knowledge with Excel formulas and charts.

### Location:

HR Training Room

### CEU's:

.2



# Computer Instructional Courses

## **P**owerPoint Courses Microsoft 2003 *Instructor: Training and Development Staff*

### **PowerPoint Level I:**

**Presentation Creation:** Using the AutoContent Wizard, Creating a Blank Presentation, Selecting a Design Template, Opening an Existing Presentation, Saving the Presentation, Saving the Slide Show.

**Formatting Slides:** Using Different Views, Working in the Normal View, Adding Slide Text, Formatting Slide Text, Creating Lists, Formatting Slides, and Using the Slide Master.

#### **Date and Time:**

Wednesday, February 20 2:30-4:30pm

#### **Intended audience:**

For all campus employees, student workers, and faculty members who would like to increase their power point computer skills.

#### **Location:**

HR Training Room

#### **CEU's:**

.2

### **PowerPoint Level II:**

**Editing and Printing:** Adding New Slides, Deleting Slides, Duplicating Slides, Copying Slides from a Different Presentation, Moving to a Slide, Checking Spelling, and Printing.  
**Charts and Drawing:** Creating Charts, Changing the Chart Type, Creating and Orienting 3-D Charts, Editing Charts, Creating Tables.

**Drawing:** Inserting Clip Art and Inserting Hyperlinks.

**Slide Shows:** Viewing Slide Shows, Changing Slide Order, Setting Transitions, Setting Slide Show Timing, Using the PowerPoint Viewer, Using the Animation Effects, Short cuts, Navigational Functions, and Getting Help.

#### **Date and Time:**

Wednesday, February 27 2:30-4:30pm

#### **Intended audience:**

For all campus employees, student workers, and faculty members who currently use power point and would like to increase their skills.

#### **Location:**

HR Training Room

#### **CEU's:**

.2

# Computer Instructional Courses

## **W**ORD Courses Microsoft 2003 *Instructor: Training and Development Staff*

### **Word Level I:**

**Opening a New Document:** Opening an Existing File, Saving a Document, Saving a Document as a Web Page, Saving a Formatted Document as a Template, Navigating Documents, Viewing Documents

**Formatting and Drawing:** Using the Formatting Toolbar, Changing Font Properties, Applying Styles, Using the Format Painter, Inserting Hyperlinks, Formatting Margins, Inserting Page Numbers and Breaks, Formatting Headers and Footers, Setting Tab Stops.

Creating Numbers and Bulleted Lists, Creating Multilevel Lists, Formatting Numbers and Bulleted Lists, Inserting Columns and Tables, Adding Rows and Columns

**Date and Time:**  
Wednesday, May 28 2:30-4:30pm

**Intended audience:**  
For all campus employees, student workers, and faculty members who would like to increase their computer skills using Word.

**Location:**  
HR Training Room

**CEU's:**  
.2

### **Word Level II:**

**Drawing:** Drawing, Inserting Images, Wrapping Text, and Moving Images, WordArt, Inserting text

**Auto Formatting and Editing:** Using AutoCorrect, Using AutoText, Enabling AutoComplete, Searching for Words, Using the Thesaurus, Correcting Spelling Mistakes, Correcting Grammatical Mistakes, Hiding Spelling and Grammatical Errors, and Editing/Removing Existing Comments.

**Editing, Output, and Help:** Tracking document changes, Setting Layout options, Previewing Printed Output, Printing Documents, Using the Office Assistant, Navigational Functions, and Shortcuts and Customizing.

### **Styles and Text**

**Date and Time:**  
Wednesday, June 4 2:30-4:30pm

**Intended audience:**  
For all campus employees, student workers, and faculty members who would like to increase their computer skills using Word.

**Location:**  
HR Training Room

**CEU's:**  
.2

# Computer Instructional Courses

## **G**roupWise Courses: *Instructor: Training and Development Staff*

### **GroupWise Level I:**

This course can be used as a refresher course for the veteran GroupWise user or an introductory course for new GroupWise users. If you would like to learn new ways to set up your address book, send e-mails, retract e-mails, and maintain your e-mail account, and then this course is for you.

- Creating and sending an e-mail message
  - Using the Address Book to send mail
  - View Send Options
  - Attach a file to a message
  - Spell checking your message
  - Creating a signature
- Managing your e-mails
  - Open and save attachments
  - Replying and forwarding items
  - Deleting sent items
  - Retract and resend an item
  - Empty the trash manually
  - Emptying the Trash Automatically
- Folders

#### **Dates and Times:**

Tuesday, February 12 8:30-10:30am

Tuesday, April 29 2:30-4:30pm

#### **Location:**

\*\*\*College of Education Building Room 2150

#### **CEU's:**

.2

### **GroupWise Level II:**

This course will offer the veteran GroupWise user instructions on maintaining and using the GroupWise calendar. This course will also focus on setting up rules, and archiving.

- The GroupWise Calendar
  - Calendar views
  - Posting an appointment to yourself
  - Scheduling meetings with others
  - Scheduling a recurring item using the dates method
  - Using busy search to check for free times
  - Accept and decline received items
  - Editing appointments
  - Marking items private
  - Assign a task to a user
  - Printing your Calendar
  - Creating a Reminder note
  - Send a phone message
- Junk Mail Handling
- Create an e-mail rule
- Running Notify
- Archiving items

#### **Dates and Times:**

Tuesday, February 19 8:30-10:30am

Tuesday, May 6 2:30-4:30pm

#### **Location:**

\*\*\*College of Education Building Room 2150

#### **CEU's:**

.2

# **M**ail Merge

*Instructor: Sara Jo Johnson, Human Resources*

## **Course description:**

This is the introduction to the basic steps in the mail merge process. You can use mail merge when you want to create a set of documents that are essentially the same but where each document contains unique elements. Using mail merge, you can create: **A set of labels or envelopes**--The return address is the same on all the labels or envelopes, but the destination address is unique on each one.

## **Topics covered:**

- Choose a document type and main document
- Connect to a data file and select records
- Add fields to the main document
- Preview the merge and then complete it
- Using mail merge to create labels and envelopes

## **Date and Time:**

Tuesday, May 13 9:00-11:00am

## **Intended audience:**

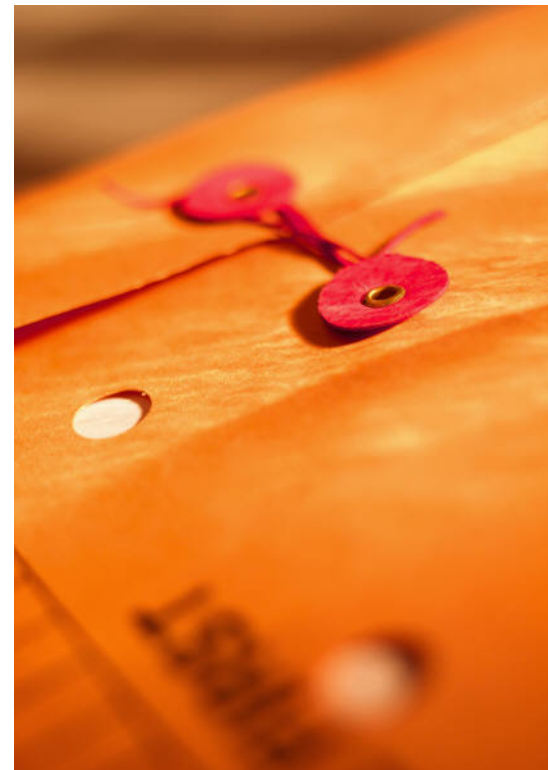
For all campus employees who would like to learn how to mail merge.

## **Location:**

HR Training Room

## **CEU's:**

.2



## Emerging Technology Center



You can register for the following classes on the Emerging Technology Center website :

Crystal Reports  
Macromedia Dreamweaver I  
Microsoft Frontpage\*  
WebCT Vista Lite\*  
Podcasting – An introduction  
Podcasting – Including music  
Podcasting – Including video  
Live Classroom - Online -  
Live Classroom and Vista - Online  
Live Classroom  
Live Classroom and Vista

**Please read the course descriptions for each of these classes.**

**To view updated course dates and time log onto the ETC website**

<http://academics.georgiasouthern.edu/etc/training/index.php>

## **C**ystal Reports *Instructor: The Emerging Technology Center Staff*

This workshop will focus on building reports in Crystal Reports 7. Topics include: Data Warehouse Review, Field Selection, Basic Formatting, Simple Selections (Queries), Simple Sorting, Headers and Footers, Saving and Exporting Reports and Data, and Using the Report Expert.

**Objective:** Participants will be able to create, format, and run reports from the GSU data warehouse using Crystal Reports 7.

**Audience:** This class is a non-technical class for those who need to retrieve and report on Banner data from the Data Warehouse.

**Requirements:** You will need to know/have obtained your Banner login with proper query access.

**Location:** College of Education, Room 2150



## **M**acromedia Dreamweaver I *Instructor: The Emerging Technology Center Staff*

This workshop will introduce participants to Macromedia Dreamweaver for creating and managing websites.

**Objective:** Participants will be able to setup a local site, navigate the interface, insert traditional elements, and edit files.

**Audience:** This class is for those interested in getting started building webpage, or using Dreamweaver to manage their pages or sites. Faculty, staff, graduate assistants or student departmental workers are welcomed. Open to all Georgia Southern Faculty and Staff.

**Requirements:** Some knowledge of computers and the Internet is a plus. Obtain a copy of Dreamweaver from MSD software.

**Location:** College of Education, Room 2150

## **M**icrosoft Frontpage *Instructor: The Emerging Technology Center Staff*

This workshop will introduce participants to Microsoft Frontpage for creating and managing websites. It is part of the webmaster track that will prepare participants for managing an entire site.

**Objective:** Participants will be able to setup a local site, navigate the interface, insert traditional elements, and edit files.

**Audience:** This class is for those interested in getting started building webpage, or using Frontpage to manage their pages or sites. Faculty, staff, graduate assistants or student departmental workers are welcomed. Open to all Georgia Southern Faculty and Staff.

**Requirements:** Some knowledge of computers and the Internet is a plus. Obtain a copy of Frontpage from IT services, or as part of the Microsoft Office suite.

**Location:** College of Education, Room 2150

**To view updated course dates and time log onto the ETC website**

<http://academics.georgiasouthern.edu/etc/training/index.php>

## **W**ebCT Vista Lite

This workshop will expose participants to the basic Vista concepts, give an overview of the tools and features, and an introduction to building and teaching a section in Vista. Topics will include: Syllabus, Discussions, Assessments, Assignments, Learning Module, Grade Book, Chat, Selective Release.

**Objective:** Participants will be able to demonstrate basic understanding and operation of uploading files to Vista, adding components to their course, using the Grade Book, and logging in and out.

**Audience:** This is the most basic Vista workshop. This will be perfect for those who want to get started, and for those looking to get a course onto Vista quickly.

**Requirements:** Participants will receive their username and password to login to Vista Vista as part of the workshop. Also consider bringing course files to the workshop on a Flash/Thumb drive or CD/DVD (zips disks and floppies are not accepted).

**Location:** College of Education, Room 2150

## **P**odcasting – An introduction

In this session, participants will learn how to create a podcast. Questions answered during this training session include: 1) What is a podcast?, 2) What software is necessary to create a podcast?, 3) How can a podcast be sent to the students and staff members at Georgia Southern, and 4) How can a podcast be used effectively in an academic institution to enhance instruction.

**Objective:** Participants will learn how to create a podcast, send a podcast to an intended audience, and receive a podcast.

**Audience:** This course has been developed for people who are beginners at podcasting.

**Requirements:** Each participant should bring “headphones with a headset microphone” that is capable of being used with a computer to the training session.

**Location:** College of Education, Room 2150



## **Podcasting – Including music**

Music incorporated into a podcast can make the final product sound polished and professional. This training session will show participants how to effectively include music into a podcast.

**Objective:** Participants will learn how to obtain music for a podcast, how to include music in a podcast, and legal considerations when including music.

**Audience:** This course has been developed for people who have completed the “Podcasting – An introduction” session.

**Requirements:** Each participant should bring “headphones with a headset microphone” that is capable of being used with a computer to the training session.

**Location:** College of Education, Room 2150

## **Podcasting – Including video**

The video podcast is a powerful and effective way to transmit information to your audience. In this session, participants will learn how to create a video podcast.

**Objective:** Participants will learn how to obtain video for a podcast, how to create a video podcast, and legal considerations when including video.

**Audience:** This course has been developed for people who have completed the following two training sessions: “Podcasting – An introduction” and “Podcasting – Including music”.

**Requirements:** Each participant should bring “headphones with a headset microphone” that is capable of being used with a computer to the training session.

**Location:** College of Education, Room 2150

## **Live Classroom - Online**

Live Classroom is a tool that can be used for online meetings, training, software demonstrations, and many other applications. This workshop will introduce it and its features. **THIS WORKSHOP IS DONE ONLINE FROM YOUR OFFICE...YOU WILL NOT ATTEND IT IN PERSON.** Further instructions will be emailed to registered participants.

**Objective:** Participants will be familiar with the features of Live Classroom and will know how to use it in both the Participant and Presenter roles.

**Audience:** Any GSU faculty/staff member interested in using Live Classroom as a Presenter. (Participants are simply encouraged to read our tutorials)

**Requirements:** GSU faculty/staff only. A headset is required as this training is done completely online.

**Location:** College of Education, Room 2150

### **Live Classroom and Vista - Online**

This workshop will introduce participants to the Live Classroom tool for use within WebCT Vista. THIS WORKSHOP IS DONE ONLINE...YOU WILL NOT ATTEND THIS FACE TO FACE. Participants will receive further instructions via email once registered.

**Objective:** Participants will be able to use the Live Classroom tool within WebCT Vista.

**Audience:** WebCT Vista faculty intending to use Live Classroom in their course(s).

**Requirements:** GSU faculty/staff only. A headset is required for this training.

**Location:** College of Education, Room 2150

### **Live Classroom**

Live Classroom is a tool that can be used for online meetings, training, software demonstrations, and many other applications. This workshop will introduce it and its features.

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## **Live Classroom and Vista**

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**Objective:** Participants will be able to use the Live Classroom tool within WebCT Vista.

**Audience:** WebCT Vista faculty intending to use Live Classroom in their course(s).

**Requirements:** GSU faculty/staff only. A headset is required for this training.

**Location:** College of Education, Room 2150



You can register for the following classes on the Emerging Technology Center website .

**To view updated course dates and time log onto the ETC website**

<http://academics.georgiasouthern.edu/etc/training/index.php>

### **Emerging Technology Rule of Three:**

Need a workshop that you don't see or isn't scheduled? We will be happy to offer a custom workshop tailored just for your group of 3 or more. We can offer virtually any topic. For suggestions, look below at the topics. To schedule a custom workshop, contact Robby Ambler ([rambler@georgiasouthern.edu](mailto:rambler@georgiasouthern.edu))

# GSU Procedural Courses



## **B**anner Navigation Training *Registrar's Office*

New Banner users can learn basic banner navigation. Learn how to navigate general forms, create your personal menu, and change your password.

**You must have an active Banner account in order to attend this training.**

### **Intended audience:**

New banner users who want to learn more about banner.

### **Date and Time:**

Friday, March 7 2:00-4:00pm

### **Location:**

HR Training Room

## **F**amily Educational Rights and Privacy Act (FERPA) *Instructor: Legal Affairs Staff*

This course covers the basic requirements of FERPA, including which records are covered by the Act and what obligations University employees have regarding those records.

### **Intended audience:**

Faculty and staff--really anyone who deals with student records or has access to FERPA-protected information.

### **Date and Time:**

Thursday, March 13 9:00 – 11:00am

### **Location:**

HR Training Room





## Human Resource Solutions for Higher Education and the Public Sector

### **P**eopleAdmin

*Instructor: Human Resources Staff*

Welcome to Georgia Southern University Online Employment Application System. The Human Resources department has implemented this system in order to automate many of the paper-driven aspects of the employment application process.

You will use this system to:

- Create and submit Requisitions to HR
- View Applicants to your Requisitions
- Notify HR of your decisions regarding the status of each applicant

The system is designed to benefit you by facilitating:

- Faster processing of employment information
- Up-to-date access to information regarding all of your Requisitions
- More detailed screening of Applicants' qualifications – before they reach the interview stage

#### **Intended audience:**

For employees who are responsible for the hiring and generating employee requests within their departments. You will be notified if you do not have access to the People Admin system.

#### **Dates and Times:**

**Thursday, January 24 1:00-3:00pm**

**Monday, January 28 10:00am – 12:00pm**

**Monday, February 11 10:00am – 12:00pm**

**Monday, March 17 1:00-3:00pm**

**Monday, April 28 1:00-3:00pm**

**Wednesday, May 14 1:00-3:00pm**

**Thursday, June 19 10:00am-12:00pm**

#### **Location:**

HR Training Room



Register for all classes through the Training and Development Office.

## **S**elf Serve

*Instructor: Human Resources Staff*

Update your personal employee data and view your compensation information on-line as frequently as you would like. Save time and paper. You can update or change your personal data on-line via the Internet.

Change your address, view dependent information and get the latest medical and dental group rates all through the Georgia Southern University Employee Self Service site!

Get your account registered and learn how to view and update your personal employee data.

### **Intended audience:**

All campus employees and faculty members

This course will not be offered this semester. However, please contact the Training and Development to set-up a one-on-one training session, or to set-up a training session for your staff.

## **T**uition Assistance Program (TAP)

*Instructor: Human Resources Staff*

The Tuition Assistance Program is available to full-time (100% work commitment) employees who have completed six continuous months of regular employment. This course will provide you with an overview of the Tuition Assistance Program. This course will answer many of the questions most Georgia Southern University employees have such as:

- Who is eligible?
- What schools do I need to attend?
- Do I need to study a certain major?
- Are on-line classes eligible?
- When are the TAP forms due?
- Who do I turn the TAP forms into?

### **Date and Time:**

Wednesday, March 19  
9:00-10:30am

**Intended audience:** All campus employees who want to learn more about the tuition assistance program.

**Location:** HR Training Room

**CEU's:**  
.15



## **W**orkers' Compensation

*Instructor: Human Resources Staff*

This informative workshop is designed for both Georgia Southern University supervisors and employees to obtain a greater understanding of Workers' Compensation and what it entails.

### **Topics covered:**

- Responsibilities of the employee, the supervisor, Georgia Southern University and DOAS when an incident occurs
- Employee return to work
- The type of injuries covered under Workers' Compensation

This course will not be offered this semester; however, if you would like this course presented to your staff or department, please contact the Training and Development Office at 871-1687.



## **P**-Card Training

*Instructor: Procurement & Contract Services*

Training is mandated for all new cardholders and for those renewing cards. These individuals will be responsible for small value purchases.

### **Topics covered:**

- Restrictions
- Authorized Users
- Funding Sources
- Placing Orders
- Sales Tax
- Processing Deadlines
- Credit Limits
- Transfers
- Terminations
- Lost or Stolen Cards
- Card Disputes
- File Retention
- Violations
- Fraudulent Charges

### **Intended audience:**

This training is intended for those individuals whose responsibility is to make small dollar purchases, goods, and services for their work areas.

Contact Brenda Crews or Benita Palmer via e-mail to register for a P-Card training class.

### **New P-Card Training Dates and Times:**

Thursday, January 10	10:00-11:00am
Tuesday, January 22	2:00-3:00pm
Thursday, February 14	10:00-11:00am
Tuesday, February 26	2:00-3:00pm
Thursday, March 13	10:00-11:00am
Tuesday, March 25	2:00-3:00pm
Thursday, April 10	10:00-11:00am
Tuesday, April 24	2:00-3:00pm
Thursday, May 8	10:00-11:00am
Thursday, May 22	2:00-3:00pm
Thursday, June 12	10:00-11:00am
Tuesday, June 24	2:00-3:00pm

### **Renewal P-Card Training Dates and Times:**

Tuesday, January 8	10:00-11:00am
Thursday, January 24	2:00-3:00pm
Tuesday, February 12	10:00-11:00am
Thursday, February 28	2:00-3:00pm
Tuesday, March 11	10:00-11:00am
Thursday, March 27	2:00-3:00pm
Tuesday, April 8	10:00-11:00am
Thursday, April 24	2:00-3:00pm
Tuesday, May 13	10:00-11:00am
Thursday, May 22	2:00-3:00pm
Tuesday, June 10	10:00-11:00am
Thursday, June 26	2:00-3:00pm

### **Location:**

Procurement and Contract Services Conference Room

## **P**-Card Training – Works Payment Manager *Instructor: Procurement & Contract Services*

On-line Banking program that allows cardholders and managers the capability to view purchases after posting with the bank. This program also allows them to re-allocate, run reports, and add comments.

### **Topics covered:**

- Initial Login / Password Setup
- Navigating WORKS
- Reconciling transactions
- Viewing your online statements

### **Intended audience:**

P-Card holders and employees responsible for P-Card reconciliation and approval

### **Training Dates and Times:**

Contact Benita Palmer at 681-0045 for the next available training session.

### **Location:**

Procurement and Contract Services Conference Room



# Wellness Courses

**Y**our Health and Your Environment  
*Instructor: Nigel Davies, Associate Director University Wellness Program*

**Course description:**

Environmental Wellness is an often overlooked component of our wellness. The environment is where we spend ALL of our lives. This training seminar will identify simple behavior modifications which can make a big impact on the quality of our & future generations lives.

**Topics covered:**

- Reducing fossil fuel consumption & emissions
- Reducing electricity consumption
- Recycling
- Environmentally friendly shopping
- Environmentally smart gardening
- Indoor plants to enhance your office & home

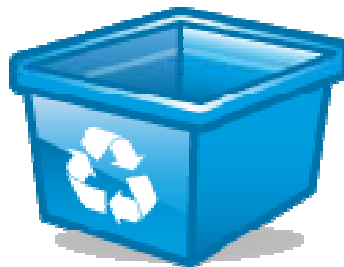
**Date and Time:**

Tuesday, February 5 10:00am-12:00pm

**Location:**

RAC conference room  
You do not need to be a member of the RAC to attend these sessions.

A tour of the RAC will be available after the session.



**S**mall Things That Make A Big Impact!  
*Instructor: Nigel Davies, Associate Director University Wellness Program*

**Course description:**

Exercise & nutrition have many myths. This training seminar will guide you in making informed decisions about the fundamentals for enhancing your Physical Wellness.

**Topics covered:**

- Nutrition
- Reading labels
- How food impacts the body
- Exercise for you

**Date and Time:**

Thursday, February 7 10:00am – 12:00pm

**Location:**

RAC conference room  
You do not need to be a member of the RAC to attend these sessions.

A tour of the RAC will be available after the session.



# Safety Training Courses



*Check out the Training and Development web site for newly listed safety training courses.*

*If you would like to have a safety training presented to your staff or department, please contact the Training and Development Office at 871-1687.*

# Retirement Workshops

## **T**RS (Teachers Retirement System) *Instructor: TRS Staff*

TRS understands you may have questions and concerns regarding your retirement future. TRS offers a variety of workshops as well as individual counseling sessions specifically designed for different career stages. At these workshops, our qualified and professionally trained Retirement Planners can assist you with your retirement.

## **M**id Career Workshop - TRS

Topics discussed during this workshop include:

- An overview of TRS services and retirement plans.
- Financial overview of TRS.
- Vesting.
- Withdrawing your TRS service.
- The difference between being an active vs. inactive member.
- Creditable service, including sick leave.
- Death in service.
- Calculating your benefit.
- Resources to help you be successful.

### **Who should attend?**

Active members with 10-20 years of service.

### **Who presents the workshop?**

TRS Retirement Planners or the Communications Manager.

### **What should I bring with me?**

An interest in learning about your TRS benefits and any questions you may have.

### **Date and Time:**

Tuesday, April 29 10:00-11:30am

### **Location:**

Nessmith Continuing Education Building in the General Assembly Hall



## **P**re-Retirement Workshop-TRS *Instructor: TRS Staff*

Retirement is within reach and it's time to get serious about it! This workshop will provide you with the information and resources you need to help you map out your retirement plan.

### **Topics discussed during this workshop include:**

- Planning your retirement—date, finances, etc.
- Retirement plans and benefits—survivorship plans, partial lump-sum option.
- The importance of naming beneficiaries.
- Calculating your benefit—the benefit formula.
- Applying for retirement—easy steps to make your retirement seamless.
- Benefit payments—including tax information, health and dental insurance, COLA's.
- Working after retirement.
- Benefit estimates and counseling opportunities.
- Legal considerations and financial planning.
- Adjusting to retirement.
- Resources to help you be successful.



### **Who should attend?**

Active members within 5 years of retirement.

### **Who presents the workshop?**

TRS Retirement Planners or the Communications Manager.

### **What should I bring with me?**

An interest in learning about your TRS benefits and any questions you may have.

### **Date and Time:**

Tuesday, April 29 1:00-2:30pm

### **Location:**

Nessmith Continuing Education Building in the Assembly Hall



**You can register on the GSU training website.**

### **Retirement Workshops Cont'd**

## **O**ne-On-One Pre-Retirement Counseling Session-TRS *Instructor: TRS Staff*

After you attend one of our pre-retirement workshops, we encourage you to meet one-on-one with one of our experienced retirement counselors. We offer this service to all members within 5 years of retirement, with priority given to those within 2 years.

This 50-minute session will allow you to:

- Receive individual benefit estimates.
- Receive detailed information about TRS retirement options.
- Receive more in-depth information about purchasing service.
- Ask very specific questions about your individual situation.
- Bring a guest with you to listen and ask questions.

### **Who may attend?**

Active members within 2 years of retirement.

### **Who presents the consultation?**

TRS Retirement Planner.

### **How long does it last?**

50 minutes; Appointments are available every hour on the hour

### **What should I bring with me?**

Unused sick leave information, along with any other questions you have regarding your retirement.

### **How do I sign up? (this is handled through TRS – not HR)**

By appointment only

**To register, follow these easy steps:**



1. Visit [www.trsga.com](http://www.trsga.com).
2. Click on Workshops and Counseling on the top of the home page.
3. Under “How Do I sign up?” click on Account Management.
4. Register for and/or log in to your TRS account.
5. Click on Register for Workshop/Counseling.
6. Pick the event and time of your choice.

You will receive an automatic email confirmation.

### **Dates, Times, and Locations for one-on-one sessions:**

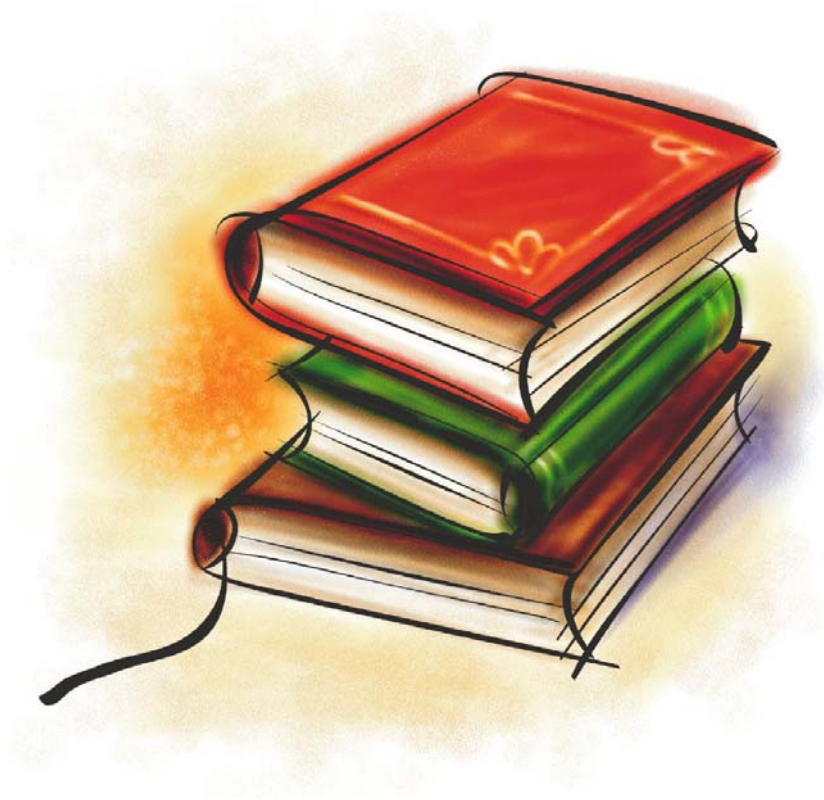
Wednesday, April 30 8:00am – 4:00pm  
Rosenwald Building Room 1047-B  
Rosenwald Building Room 2200

Thursday, May 1 8:00am -12:00pm  
Rosenwald Building Room 1047-B  
Rosenwald Building Room 2200

**You must register through TRS for these One-on-One sessions!**

**The Information Services Department at Henderson Library  
will offer the following workshops this semester:**

- Find Better Information, Get Better Grades
- Government Information Resources on the Web
- Graduate Assistant Research Forum
- Introduction to Access I-IV
- Introduction to Excel
- Introduction to Photoshop & Scanning
- Introduction to SPSS
- Introduction to Word
- Thesis/Dissertation Formatting: How to Pass the Format Editor



For a complete listing of all the courses offered at the Henderson Library as well dates and times go to

<http://library.georgiasouthern.edu/workshops.html>.

### **Additional Courses Offered Upon Request:**

- Customer Service Courses
- Complaints and You
- Customer Service Training Activities
- Managing Customer Service
- Seeing the Customer's Point of View
- Sexual Harasment
- Taking Responsibility for Customer Satisfaction
- The Difference is You
- The Power of the Telephone
- What do my Customers think of me?

### **Other:**

- Goal Setting
- Management Skills for Administrative Assistants
- Personality Styles
- Problem Solving
- Tips and Tricks: For Training and Meetings
- Top Management Mistakes

### **Training Video Library:**

- Seven Danger Zones for Managers
- 9 Traits of Highly Successful Teams
- 21 Days to Self-Discovery
- Bill Cosby on Prejudice
- Sexual Harassment – Building Awareness on Campus
- Crossing the Line: Preventing Sexual Harassment
- Sexual Harassment on Campus
- Proofreading & Editing Skills (Volumes 1-3)
- Grammar for Business Professionals (Volumes 1-3)
- Self-Discipline and Emotional Control (Volumes 1-3)
- Image and Self Projection for Women (Volumes 1-3)
- Speaking Without Fear or Nervousness
- Confident Public Speaking
- Flashpoint: When Values Collide



## **Becoming an Instructor for Training and Education**

We are always looking for subject matter experts who are willing to share their knowledge and expertise with Georgia Southern University faculty and staff. We consider both formal academic education and relevant practical experience. In many cases, instructors work for a department that manages or coordinates certain systems or processes, i.e., travel procedures, helping international employees, etc. However, in other cases, our trainers have competencies or skills separate from their official job responsibilities.

Volunteers should first obtain approval from their immediate supervisor and department. Then, they should contact Ale Kennedy. We will ask you about your experience. We will discuss whether you have had teaching experience; if not, we offer a formal Train-the-Trainer program at least once a year. This program covers adult learning principles, needs assessment, program design, presentation skills and evaluation. We will help you develop learner objectives, an outline of your course and activities for participants.

### **Submitting Class Descriptions**

Class descriptions that instructors submit should clearly communicate the training's purpose; topics covered, and intended audience. It should be brief and answer the following questions for the learner:

- What is the topic of the class?
- How the class is structured – length, format, etc.?
- Who is the appropriate audience for the class?
- Is the class designed specifically for supervisors, or may all employees attend?

### **Providing Support for the Class**

Prior to class the instructor will receive an email that contains the class day and time, and the current class count. A member of the Training Department will open the classroom thirty minutes before the beginning of the class. If an instructor will be using PowerPoint, they can bring the presentation on disk on the day of the class or email the presentation to the Training and Development Office. If presentation is emailed, Training and Development will load the presentation onto the computer prior to the class.

### **Evaluating Classes**

Course evaluations are distributed, collected, reviewed and retained for every training session. These evaluations provide instructors with feedback on their course design and delivery and assist them in redesigning and improving courses.