

Title	Audience	Date	Time	Location
New Staff/Faculty Welcome and Orientation	Staff/Faculty	6/30/10	8:30 a.m.	Campus Recreation Center Conference Room
Retirement Celebration	New Staff/Faculty	9/30/10	4-7 p.m.	UML Inn & Conference Ctr.
Human Resources Topics	Staff/Faculty	3/31/10, 6/15/10, 9/22/10	9-11 a.m.	Alumni
Supervisory Leadership Development Program	Mangers/ Supervisors	5/13, 5/20, 5/27, 6/3, 6/10, 6/24/10	9-12 p.m.	Campus Rec Center
People Admin	Staff/Faculty	3/10	10:30 – 12:30 p.m.	Southwick 317
		4/6	9-11 a.m.	O’Leary 200B
		5/12	9-11 a.m.	Southwick 317
Performance Management	Staff/Faculty Responsible for administering yearly evaluations	3/19	8:30 – 10:30 a.m.	Dugan 204
		3/19	1-3 p.m.	Dugan 204
		3/30	8:30 – 10:30 a.m.	Alumni
		3/30	1-3 p.m.	Dugan 204
		4/14	8:30 – 10:30 a.m.	Alumni
		4/14	1-3 p.m.	Dugan 204
		4/29	8:30 – 10:30 a.m.	Alumni
		4/29	1-3 p.m.	Dugan 204
Problem Solving and Decision Making	Supervisors/ Managers	TBA	TBA	TBA
Communicating with Influence	Supervisors/ Managers	TBA	TBA	TBA
Managing Crucial Conversations	Supervisors/ Managers	TBA	TBA	TBA
Change Management: Navigating through Change	Supervisors/ Managers	TBA	TBA	TBA

I-9/Immigration Laws	Faculty/Staff	5/12/10	11-12:30 p.m.	Alumni
Title	Audience	Date	Time	Location
Strategic Implications of Hiring – Search Committee Training	Search Committee Members Search Committee Chairperson	2/22	2 – 4 p.m.	Cumnock Trustees Room
		3/10	9-11 a.m.	Cumnock Trustees Room
		4/15	2-4 p.m.	Dugan 204
		5/4	2-4 p.m.	Dugan Admissions
		5/19	9-11 a.m.	Cumnock Trustees Room
		6/17	1-3 p.m.	Cumnock Trustees Room
		7/20	9-11 a.m.	Dugan 204
		8/9	9-11 a.m.	Dugan Admissions
		9/17	1-3 p.m.	Cumnock Trustees Room
		10/6	9-11 a.m.	Cumnock Trustees Room
		11/16	9-11 a.m.	Dugan 204
		12/10	9-11 a.m.	Dugan 204
		Legal Issues in Higher Ed	Supervisors/Managers	TBA
Supervising Student Workers	Supervisors/Managers	TBA	TBA	TBA
Leading Effective Meetings	Supervisors/Managers	TBA	TBA	TBA
Leading with Emotional Intelligence	Supervisors/Managers	TBA	TBA	TBA
Teams that Work	Supervisors/Managers	TBA	TBA	TBA
Situational Leadership II	Supervisors/Managers	TBA	TBA	TBA
Inspiring Learning Across Generations	Supervisors/Managers	TBA	TBA	TBA
Staff Appreciation Barbeque	Staff/Faculty	TBA	TBA	TBA

New Staff/Faculty Welcome & Orientation

This program is designed to welcome new staff/faculty to the UMass Lowell community and give them the opportunity to meet campus leaders. The overall program objectives are to:

- Foster an understanding of the campus culture, its values, and its diversity.
- Promote an understanding of individual role and how you fit into the total organization.

Human Resources Topics

Human Resources Topics is designed to share information to assist you in enhancing the performance and effectiveness of your work groups.

Representatives involved in Human Resources, Learning and Development, Int'l Students/Scholars, and Payroll will facilitate this discussion. The discussion topics will include Employee Relations, Progressive Discipline, Visas, Tax Treaties, Benefits, Payroll Functions, and how learning and development can promote and support employee and organizational growth.

Supervisory Leadership Development Program

Participants will be able to:

- Learn about Managing Self, Managing Others, Managing the System
- Explore roles and responsibilities of a supervisor
- Know the basic standards and expectations of a respectful workplace and appropriate workplace behavior
- Understand connection between social identity and best practices in feedback and evaluation
- Know how to use organizational tools and producing positive results

People Admin/Applicant and Job Requisition Tracking 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, and Notify HR/EOO 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 and more detailed screening of Applicants' qualifications-before they reach the interview stage.

Performance Management

Performance evaluations, a shared responsibility for both managers and employees, are a key component of an employee's performance development. Understanding the basics of performance and the University systems that are in place is an essential part of good job performance. This program covers an overview of performance management and the University evaluation forms and the procedures for classified and professional staff.

Problem Solving & Decision Making

Participants will be able to:

- Define the problem and apply a problem-solving process
- Review and apply problem-solving techniques
- Review and apply criteria for effective decision making

Communicating with Influence

Participants will be able to:

- Have a clearer understanding of how to positively influence another person's behavior and way of thinking
- Identify the sources and bases of power and how to use them effectively
- The ability to create an open environment for communication
- Determine your influence style
- Plan an influence strategy and use various techniques

Managing Crucial Conversations

We have all had workplace conversations with others about important issues that we wished had happened differently. Sometimes we avoid conversations for fear of making things worse. In this two-part workshop we will examine how to manage crucial conversations in the workplace.

Participants must attend both sessions, participants need only register once.

Session I: Crucial Conversation Basics

Thursday, May 14

- Explore a model for focusing on having a successful conversation
- Practice self-management skills

Session II: Practice Crucial Conversations

Thursday, May 21

- Examine ways to manage potential conflict
- Practice the crucial conversation model

Change Management: Navigating Through Uncertainty

Nationally, locally, and personally we are in a time of great change. In this workshop, we will explore the process of change, strategies to deal with the stress of change, understand your strengths, and develop specific actions to adapt more effectively to change.

I-9 Immigration Program

This workshop will be presented by two reputable immigration attorneys. It will provide a detailed description of the I-9, Employment Eligibility Verification Form. More importantly, it will give guidance on the legal manner to request documentation from employees and how to properly complete the form. The session will also cover the electronic process for verifying new employees. (E-Verify). As of September 2009, employers with Federal Contracts are required to E-verify any new employee that will work on a Federal Contract.

Strategic Implications of Hiring/Search Committee Training

Participants will gain an understanding of roles and operating principles of the search committee and review the importance of strategic hiring. Tools and techniques to support the hiring strategy will also be highlighted. This program is intended to provide search committee members the knowledge, skills, and resources they need to develop best practices in recruiting, interviewing, screening, and selecting the most qualified candidate.

Legal Issues in Higher Education

Supervisors are confronted daily by complex and ever changing issues arising in the workplace. A strong understanding of employment legal principles and concepts as well as University Human Resources policies is important for supervisors/managers to be able to recognize, and effectively deal with a myriad of employee issues that can arise. This program is designed to familiarize participants with basic employment laws governing the workplace to enable them to avoid making mistakes which can damage the University's reputation and lead to costly and time consuming litigation.

Supervising Student Workers

Participants will be able to:

- Explore ways to create training plans to support students in gaining skills in the workplace
- Support continued quality work habits through feedback, reward and recognition, coaching
- Learn what supervisors can do when things don't go as planned with our student workers

Leading Effective Meetings

Participants will be able to:

- Identify the different types of meetings, how to structure, and have the most effective results
- Determine ways to keep meetings focused and on track
- Practice skills needed to keep groups focused and on task

Leading with Emotional Intelligence: A Distinguishing Quality of Outstanding Leaders

Participants will be able to:

- Recognize the defining qualities of Emotional Intelligence
- Understand why Emotional Intelligence is an essential part of the foundation for effective leadership in the workplace
- Consider, after assessing the level of their own Emotional Intelligence capabilities, ways to better utilize their strengths as a leader/manager and/or develop Emotional Intelligence competencies that are underused in their role of leader/manager

Teams that Work!

Participants will be able to:

- Learn why teams fail (and how to prevent this from occurring)
- What effective team leaders do to impact team performance and create a positive work climate
- How to use strategies for guiding and managing teams as they move through various stages of development (i.e., forming, resolving conflicts, and becoming self-managing).

Situational Leadership II Model/Assessment

Situational Leadership II is a model for developing people. SLII is a language, as well as a strategy, for providing the right amount of direction and support to the people you lead. The role of the Situational Leader, as teacher and coach, is to challenge the people he or she works with to become increasingly self-motivated and self-directed. Situational Leaders provide an environment where people can learn; develop their skills, motivation, and confidence; share their talents; and contribute to the organization's success. This 3 hour session will help you deal with the greatest challenges you face as a leader.

Inspiring Learning Across the Generations

Participants will be able to:

- Have a clearer understanding of the different generations in the workplace
- Recognize the different generational characteristics and how this impacts learning
- Have a general understanding of issues faced by managers when leading an intergenerational workforce
- Learn new ways to create a supportive learning environment for each of the different generations in your workplace
- Recognize ways to older workers can relate to their younger bosses and staff, and vice versa