LEARNING and DEVELOPMENT

SPRING 2013

Partnering for Performance

UNC CHARLOTTE
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Cover Photo by Wade Bruton, UNC Charlotte Photographer
Learning and Development Overview

Workforce Development

Career Development

The university’s onboarding and orientation experience ensures that new employees are successfully onboarded and engaged in the university’s culture, mission, vision, and policies and procedures.

- New Employee Orientation

While progressing through a career path, employees can gain and improve skills by successfully completing a certificate program. Skills learned enable employees to meet departmental goals.

- ASPIRE
  - Program for Administrative Certification—PAC
  - Certificate Program in Grants and Contracts Administration
  - Leadership Enhancement and Development—LEAD

Health and Wellness

An educational workshop to support healthy lifestyle choices focus on physical, nutritional, and emotional wellbeing.

- Eat Smart, Move More, Weigh Less Program

Leadership Development

Learning opportunities are available to develop the leadership skills of university leaders and their departmental units.

- Conflict Management and Resolution
- Leading at the Speed of Trust
- Equal Employment Opportunity Institute
- Fair Labor Standards Act
- Targeted Selection
- Handling a Difficult Discussion
Professional Development

Many professional development workshops are available that are designed to strengthen skills in targeted areas.

- Ethics in the Workplace
- Building Trust
- Making Meetings Work

Organizational Development

HR Learning and Development offers training in specific competencies to ensure effective problem solving and help us meet the business needs of the university.

- Change Management
- Communication
- Customer Service
- Diversity
- Organizational Awareness
- Teamwork
GENERAL INFORMATION

Training Center Locations

Foundation Building - Building 71
Colvard North 5092 - Building 32

How to Register

Learning and Development workshops are open to all permanent staff employees and faculty. You may register online by accessing the link below.

To register online

1. Access http://hr.uncc.edu/
2. Select Learning and Development (left navigation sidebar)
3. Select Online Registration (Learning and Development Quick Links)

Supervisory Approval

Please ensure you have Supervisory approval before registering for classes. Submitting your registration for a training workshop indicates that you have permission from your supervisor to attend professional development training.

Special Accommodations

Any participant requiring special accommodations to attend a Human Resources Staff Development workshop should contact our office at extension 7-0665 for arrangements.
Confirmation

Registrants will receive notice of either “confirmation or wait-listed” prior to the workshop date. Your Supervisor will also be notified of your registration.

Cancellation

If you are unable to attend the session(s) you have registered for, you must cancel within 48 hours of receiving the session email reminder. For your convenience, a cancellation link will be provided in the email.

Failure to adhere to the cancelation procedure could result in a course fee being assessed to your department.

Accessing Your Training Transcript

Employees can view and print their training transcript of workshops attended. To view individual transcripts you may access either the Banner Self Service website or 49erExpress. Here are the steps:

1. Access http://www.uncc.edu/
2. Select Faculty & Staff
3. Select Banner Self Service
4. Log in and select the Employee tab
5. Select the Human Resources Training Courses Completed

OR

1. Access http://www.uncc.edu/
2. Click 49er Express and log in
3. Select the Banner Self Service link
4. Select the Employee tab
5. Select the Human Resources Training Courses Completed
Contact Us

Learning and Development
Human Resources - King Building, Room 222
The University of North Carolina at Charlotte
9201 University City Boulevard
Charlotte, North Carolina 28223-0001

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of Employee Relations, Training, and Compliance</td>
<td>Jeanne L. Madorin</td>
<td><a href="mailto:jlmadori@uncc.edu">jlmadori@uncc.edu</a></td>
<td>704-687-0659</td>
<td>704-687-5256</td>
</tr>
<tr>
<td>Learning &amp; Development Manager</td>
<td>Joanna Roop</td>
<td><a href="mailto:joanna.roop@uncc.edu">joanna.roop@uncc.edu</a></td>
<td>704-687-0665</td>
<td>704-687-5256</td>
</tr>
<tr>
<td>Learning &amp; Development Specialist</td>
<td>Kathy Hurst</td>
<td><a href="mailto:khurst5@uncc.edu">khurst5@uncc.edu</a></td>
<td>704-687-0664</td>
<td>704-687-5256</td>
</tr>
<tr>
<td>Learning &amp; Development Specialist</td>
<td>Jules Keith-Le</td>
<td><a href="mailto:jkeithle@uncc.edu">jkeithle@uncc.edu</a></td>
<td>704-687-0663</td>
<td>704-687-5256</td>
</tr>
</tbody>
</table>

Your feedback will help us improve our services! Please email us at: HRTraining@uncc.edu

Learning and Development Team
WORKPLACE DEVELOPMENT

Career Development

New Employee Orientation

New Employees must complete the following:

**Component one: NEO Online 49erConnect Modules**

- Complete six 20 minute online modules within the first 30 days of employment

**Component two: NEO Classroom Training**

- Two days of classroom training normally scheduled bi-monthly

**Component One: NEO Online 49erConnect Modules**

1. **General Information**
   - Employment guidelines
   - Employment forms

2. **Welcome to the University!**
   - UNC Charlotte’s administration and vision
   - Overview of our working environment
   - Work responsibilities

3. **Benefits and Services**
   - Basic benefits
   - Services and facilities on campus

4. **Employment Policies and Procedures**
   - University policies
   - University procedures for SPA & EPA employees

5. **Safety – The Right to Know**
   - Individual safety responsibilities
   - How to report an on-the-job injury/illness
   - How to respond to an emergency
   - Hazard Communications Right-to-Know procedures

6. **Time and Attendance Reporting**
   - Recording work hours on timesheets
   - Completing leave slips

**Terms:**

**SPA** – Employees subject to State Personnel Act

**EPA** – Employees who are exempt from the State Personnel Act
Component Two: NEO Classroom Training

What’s covered in the NEO classroom session?

- UNC Charlotte’s history, culture, and mission
- A campus tour
- Environmental Health & Safety
- Environmental Sustainability
- Employee Benefits
- HR/University Policies and Procedures
- Information Technology Support and Training
- Maintaining a safe workplace
- Other relevant topics

<table>
<thead>
<tr>
<th>Date/Time:</th>
<th>Varies per month, but always on Tuesday and Wednesday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tuesday - 8:30 am – 4:30 pm</td>
</tr>
<tr>
<td></td>
<td>Wednesday – 8:30 am – 3:00 pm</td>
</tr>
<tr>
<td><strong>Contact HR for monthly schedule at 704-687-0669</strong></td>
<td></td>
</tr>
<tr>
<td>Location:</td>
<td>Tuesdays - Foundation Building, Room 112</td>
</tr>
<tr>
<td></td>
<td>Wednesdays – Atkins, Room TBD</td>
</tr>
</tbody>
</table>
Intended Audience
Non-Supervisory Employees

Purpose
ASPIRE is a professional development program that enhances the employee’s knowledge of university policies, state regulations, and communication skills. It is a great program for first-year employees to become acclimated to the university culture.

Length
This is a 21-hour program.

Requirements
All sessions must be attended to receive credit for the program.

<table>
<thead>
<tr>
<th>Week 1</th>
<th>Thursday, 4/11/13 8:30 am – 4:30 pm</th>
<th>Time &amp; Attendance, Performance Management, Feedback Matters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 2</td>
<td>Thursday, 4/18/13 8:30 am – 4:30 pm</td>
<td>Disciplinary and Grievance, EEO, Diversity: Just be F.A.I.R.</td>
</tr>
<tr>
<td>Week 3</td>
<td>Thursday, 4/25/13 8:30 am – 4:30 pm</td>
<td>Unlawful Workplace Harassment, Safe Workplace Program, Disability Awareness, Customer Service</td>
</tr>
<tr>
<td>Location:</td>
<td>Foundation Building, Room 112</td>
<td></td>
</tr>
</tbody>
</table>

Fall 2012 ASPIRE Graduates

Not all graduates are photographed.

Nicole Bridges  Tony Menton
Kristen Brown Marijan Pavlovic
Stacey Brown Nancy Queen
Marian Castle Brenda Robbins
Tina Dadio Debbie Roseman
Jennifer Eklund Karyn Williamson-Coria
Amber Frazier
Helen Giroux
Cynthia Gray
Patricia Holford
Glenda Locklear
Program for Administrative Certification—PAC

Intended Audience
This program is open to full or part-time permanent employees whose primary duties include administrative support to Senior Administrators, Deans, Departmental Chairs, and Department Heads.

Purpose
PAC was developed to strengthen the depth and quality of administrative staff support to department and unit managers. The program provides participants with a strong understanding of UNC Charlotte’s policies and procedures.

Length
Participants have three semesters to complete the program.

Requirements
 Attend “Core” group of workshops that provides the knowledge needed to become a well-informed support person
 Select five workshop electives directly related to their specific job responsibilities
 Open-book assessment at the end of the third semester

Credit is given for any listed workshop taken during the past two years. Participants receive their certificate once they have completed the program.

PAC Orientation
Participants must attend this introductory orientation.

<table>
<thead>
<tr>
<th>Date:</th>
<th>The next orientation will be held in the fall 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presenter:</td>
<td>Jules Keith-Le, Learning and Development</td>
</tr>
<tr>
<td>Location:</td>
<td>Colvard North 5092</td>
</tr>
</tbody>
</table>

2012 PAC Graduates
Not all graduates photographed.

Alexandria Arrington  Sharon Riley
Lori Brown            LuAnne Troutman
Marisa Elston         Sara Watson
Required “Core” PAC Workshops

Select either **LEAD or ASPIRE**

- **ASPIRE** (Non-supervisory staff)  A series of workshops over 3 weeks  Fall/Spring
- **LEAD** (Supervisory staff)  A series of workshops over 4 weeks  Fall/Spring

**AND Required Organizational Awareness Courses**

- **Budget:** Understanding Your General Fund  Classroom  Fall/Spring
- **Computer Courses** (49er Mart, Archibus, Banner) - 8 hours  Blended Learning
- **Ethics in the Workplace**  Classroom  Fall/Spring
- **Family Medical Leave Act (FMLA)**  49erConnect  Online
- **Fixed Assets**  Classroom  Fall/Spring
- **Internal Auditing Issues**  Classroom  Fall/Spring
- **Materials Management & Accounts Payable 101**  Classroom  Fall/Spring
- **Salary Administration (Classification/Position Mgmt)**  Classroom  Spring
- **Fraud Awareness**  Classroom  Fall/Spring

**PAC Electives (Choose at least 5)**

- **Business Continuity Planning**  49erConnect  Online
- **Common Ground**  Classroom  Spring  *(PREREQUISITE: Just be F.A.I.R.)*
- **Conference and Event Planning**  Classroom  Spring
- **Customer Service Counts**  49erConnect  Online
- **Facilities Management Services**  Classroom  Fall
- **Faculty Recruitment and Hiring**  Classroom  Fall  *(MANDATORY if employed in an academic area)*
- **Just be F.A.I.R.**  Classroom  Fall/Spring
- **Mail Services**  Classroom  Spring
- **Student Employment Procedures**  49erConnect  Online
- **Targeted Selection (Supervisors **ONLY**)**  Classroom  Fall/Spring  *(Supervisors **ONLY**; PREREQUISITE: Just be F.A.I.R.)*
- **The Many Faces of Auxiliary Services**  Classroom  Fall
- **Travel and Complex Payments (Parts I & II)**  Classroom  Fall/Spring
- **We Need to M.E.E.T.**  Classroom  Fall/Spring  *(Supervisors **ONLY**; PREREQUISITE: Just be F.A.I.R.)*
Certificate Program in Grants and Contracts Administration

Intended Audience

The Certificate Program in Grants and Contracts Administration is intended for staff in academic departments (or similar units) whose job responsibilities include providing financial and administrative support for grants and contracts to Principal Investigators, Department Chairs, and others.

Purpose

The Certificate provides core knowledge about grants and contracts in general, and about the administration of grants and contracts at UNC Charlotte in particular. The Certificate is especially useful for staff new to grants and contracts administration at the department level. This includes:

- New UNC Charlotte staff employed in departments that manage and administer grants and contracts
- Existing UNC Charlotte staff whose departments anticipate that they will have grants and contracts to manage and administer in the future
- UNC Charlotte staff who wish to prepare themselves for employment in departments that manage and administer grants and contracts*

Length

This is a 28-hour certificate program with sessions offered in both fall and spring of the academic year.

Requirements

- Attend and participate in all eight sessions of the Certificate Program
- Complete an evaluation of each session
- Achieve a “satisfactory” score on each of the Learning Assessments administered as part of the Program

Orientation and Selection

Employees interested in the program must attend the Grants & Contracts Administrative Orientation. Bring your HR, Banner, and 49er Connect training transcripts to orientation.

<table>
<thead>
<tr>
<th>Date:</th>
<th>The next orientation will be held in the fall 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presenter:</td>
<td>Ellen Zavala, Office of Research Services</td>
</tr>
<tr>
<td>Location:</td>
<td>Foundation Building, Room 112</td>
</tr>
</tbody>
</table>

*Program participants are selected by Ellen Zavala and employees with current job responsibilities working with grants and contracts may be given preference.
Certificate Prerequisites

- Banner: Moodle Banner Finance Training and 49er Mart Training
- Budget: Understanding Your General Fund
- Employment and Payment of Non-Residents
- EPA Staff Recruitment and Hiring
- Fixed Assets
- Hiring Procedures for Employing Students (49erConnect online module)
- Materials Management and Accounts Payable 101
- Travel and Complex Payments – Parts I and II

Dates/Times and Locations

- Certificate program consists of 8 sessions over 2 semesters
- All sessions meet from 8:30 am - 12:00 pm

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**January 23, 2013 - Session 4 - Foundation Bldg. – Room 112**
Compliance in Research, Research Subjects, Export Controls

**February 13, 2013 - Session 5 - Foundation Bldg. – Room 112**
Getting started in Post-Award: Roles and responsibilities of key players. Grant terms and other programmatic post-award administration. Worker classifications – independent contractors vs. employees; payments and processing requirements for U.S. and non U.S. citizens. The on-line scholarship system and the dos and don’ts for using the system

**February 27, 2013 - Session 6 - Foundation Bldg. – Room 112**
An overview of 2 CFR 215 (OMB Circular A-110) and 2 CFR 220 (OMB Circular A-21) monitoring grant budgets for personnel and non-personnel payments and reconciling to Banner, budget revisions, cost transfers and cost overruns

**March 20, 2013 - Session 7 - Foundation Bldg. – Room 112**
Charging salary to sponsored projects. Release time and impact on state budget. Special payments (including summer salary) to EPA faculty. Payroll cost transfers. Effort reporting and certification (including Maximus)

**April 3, 2013 - Session 8 - Foundation Bldg. – Room 112**
Drilling down into Banner, financial reporting, project close-outs, record retention, and most common audit problems related to sponsored projects
Leadership Enhancement and Development—LEAD

Intended Audience
LEAD is the first tier of required training provided to supervisors of SPA personnel.

Purpose
A public university is a unique environment. Being a front line leader requires a thorough understanding of the university’s environment, protocols, traditions, and unique vernacular. LEAD is structured to introduce managers to resident experts from each critical operating area. A key advantage of LEAD is the opportunity to network with other university leaders.

Length
This is a 32-hour program.

Selection
Program participants are invited to attend based on eligibility.

<table>
<thead>
<tr>
<th>Week 1</th>
<th>Thursday, 2/7/13 8:30 am – 4:30 pm</th>
<th>Safety, Time &amp; Attendance, FMLA and Essentials of Leadership</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 2</td>
<td>Thursday, 2/14/13 8:30 am – 4:30 pm</td>
<td>EEO, Diversity, Salary Administration, and Performance Management</td>
</tr>
<tr>
<td>Week 3</td>
<td>Thursday, 2/21/13 8:30 am – 4:30 pm</td>
<td>Workplace Violence Prevention, The Sobering Facts, Unlawful Workplace Harassment, and Coaching for Performance</td>
</tr>
<tr>
<td>Week 4</td>
<td>Thursday, 2/28/13 8:30 am – 4:30 pm</td>
<td>Conflict Resolution, Disciplinary Action and Grievance</td>
</tr>
</tbody>
</table>

Location: Foundation Building

Fall 2012 LEAD Graduates

Sandra Anderson  Jan Mullmann
Lauren Beastall  Krista Newkirk
Alexander Chapin  Charles Norris
Jerald Coughter  Thomas Plagwitz
Kristy DeSantis  Dana Rusher
Yuanan Diao  Stephen Swanson
Kevin Edwards  Vinita Tandon
Eddie Fincher  Laura Williams
Debra Joyce  Stephen Williams
Danelle Lee

Not all graduates are photographed.
**Intended Audience**

All University Business Managers, i.e., those whose job duties include: administering and managing the financial affairs of their department; managing financial resources that may be state appropriated, grant or contract funded, and/or receipt generated; performing a wide range of financial and business related duties as they relate to a multifaceted department, including accounting, budgeting, and financial analysis via Banner Finance and other University financial reporting systems.

**Purpose**

- Provide business managers with a solid understanding of UNC Charlotte’s policies and procedures and equip them with the skillset needed to conduct University business effectively and efficiently.
- Strengthen the depth and quality of business managers within departments and units across campus through a curriculum of courses available at UNC Charlotte that will help establish a foundation of essential, relevant, and practical business-related knowledge.

**Goal**

Work smarter, not harder!

**Pilot Program Orientation Session**

This initial information session will provide an overview of the new Business Manager Certification (BMC) Program, which is planned to begin as a pilot program in fall 2013. This new professional development program is targeted for individuals who lead the business operations within the University’s colleges and departments. If you are interested in participating in the pilot class of this certification program beginning in fall 2013, please plan to attend this orientation by registering as indicated.

<table>
<thead>
<tr>
<th>Date:</th>
<th>Thursday, May 30th, 2013- 9:00 am- 10:30am</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presenter:</td>
<td>Laura Williams, Controller’s Office</td>
</tr>
<tr>
<td>Location:</td>
<td>Foundation Building, Room 112</td>
</tr>
<tr>
<td>Registration:</td>
<td><a href="https://hr.uncc.edu/business-manager-certificate-orientation">https://hr.uncc.edu/business-manager-certificate-orientation</a></td>
</tr>
</tbody>
</table>

*Please contact Laura Williams (7-5002) or Greg Verret (7-5782) for further information about this program.*
Office of Legal Affairs Symposium on Legal Issues in Higher Education

SAVE THE DATE •• MARCH 13, 2013 •• OFFICE OF LEGAL AFFAIRS SYMPOSIUM ON LEGAL ISSUES IN HIGHER EDUCATION

The Office of Legal Affairs is hosting its *Inaugural Symposium on Legal Issues in Higher Education* on March 13, 2013 from 8:30 a.m. to 5:00 p.m. Continental breakfast will be provided and a reception will follow.

- Further information, including agenda items and times, will be available soon
- Pre-event materials will be available online one week before the symposium
- An email containing scanned documents will be sent to those who have registered

**To register, please email either the Office of Legal Affairs at** legal@uncc.edu, Patti Turner at paturner@uncc.edu, or Tina Dadio at t.dadio@uncc.edu

We hope you can join us for this very informative, engaging, and exciting event!
Health & Wellness

Eat Smart, Move More, Weigh Less – Online Sessions

New Year – New Start! Keep that resolution and change your life!

It’s not a diet --- it’s a LIFESTYLE and it works!

- 15-week weight management program developed by health experts.
- An experienced instructor informs, empowers, and motivates you to make healthy choices about eating and physical activity.
- Live, interactive, weekly, one-hour sessions offer personalized support and resources.
- Online classes you conveniently attend at a place and time that works best for you.

As you are gearing up for your New Year’s Resolution and back-to-school, don’t forget your commitment to your health! Check out Eat Smart, Move More, Weigh Less Online, a 15-week weight management program that works because it is not a diet – it’s a lifestyle! State Health Plan Members can participate for only $30 with a $25 refund for attending 10 of the 15 sessions – with good attendance you pay only $5!!

Weekly classes are conducted online by a live instructor, fostering interaction between the instructor and all participants. Participants can conveniently attend classes from home or office.
using a computer. The next series is scheduled to begin the week of January 7th and end the week of April 15th. Convenient early morning, lunchtime, and evening online class times available.

- Monday, January 7th, 2013, 7:00 PM to 8:00 PM
- Monday, January 7th, 2013, 8:30 PM to 9:30 PM
- Tuesday, January 8th, 2013, 6:45 AM to 7:45 PM
- Tuesday, January 8th, 2013, 11:00 AM to 12:00 PM

*Please note that the times listed are for the first class only, but participants will attend at the same day/time each week for the duration of the 15 week series.

For a demonstration on how the real-time, online classes work as well as enrollment visit: https://esmmweighless.com/howitwork/enroll-ncplan/

Don’t wait – sign up NOW for Eat Smart, Move More, Weigh Less online. For any questions, contact: administrator@esmmweighless.com

Eat Smart, Move More, Weigh Less – Classroom Sessions

Want to attend, but not online?

Eat Smart, Move More, Weigh Less classroom sessions are also available on the UNC Charlotte campus! State Health Plan Members can participate for only $30 with a $25 refund for attending 10 of the 15 sessions – with good attendance you pay only $5!!

<table>
<thead>
<tr>
<th>Min:</th>
<th>15 participants needed to make a class</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
<td>15 Mondays starting January 7th, 2013, from 12:00 pm – 1:00 pm</td>
</tr>
<tr>
<td>Presenter:</td>
<td>Tina Marie Mendieta, Mecklenburg County Health Department</td>
</tr>
<tr>
<td>Location:</td>
<td>Colvard North 5092</td>
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Note: Deadline to register for the classroom ESMMWL Spring series is Thursday, January 3rd using the Learning and Development online registration form.
Take Charge: Learn Self Defense

This program will teach you how to be confident and well prepared in many day to day scenarios. Whether you are on or off campus, at your home or away on vacation, these skills will be with you and have been proven to be effective in crime prevention and defensive strategies. In addition, this course will teach you a dynamic compilation of easy to learn, retain, and deploy, moves. Remember practice makes perfect! This course level is designed for anyone who wants to possess a better understanding of how to be more aware of what it takes to protect them from becoming one of countless victims of crime; many of which can be avoided. If you are up for the challenge and contributing to the safety of your community this course is for you!

| Audience: | All Staff and Faculty |
| Dates: | Thursday, 1/24/13, 1:00 – 4:00 pm |
| Presenter: | Officer Jerry Lecomte, Police and Public Safety |
| Location: | Foundation Building, Room 112 |

Leadership Development

Conflict Management & Resolution

Misunderstandings in the workplace sometimes cause conflict among employees. What do you do then? This new workshop introduces the four-step C.A.L.M. model, an effective approach to addressing workplace conflict. Participants learn:

- How conflict develops
- How conflict affects the workplace
- How to resolve most conflicts on their own

The C.A.L.M. model helps employees analyze, discuss, and resolve conflicts in a cooperative and respectful manner.

| Audience: | All Staff and Faculty |
| Dates: | Tuesday, 5/07/13, 8:30 am – 12 pm |
| Presenter: | Kathy Hurst, Learning and Development |
| Location: | Foundation Building, Room 112 |
Equal Employment Opportunity Institute (EEOI)

The Equal Employment Opportunity Institute (EEOI) helps managers understand important employment discrimination laws and how they impact day-to-day managerial decisions. Case studies and other activities are used to learn how to apply laws and principles to create fair, equitable, and inclusive work environments. The skills taught in EEOI enable managers to address complex diversity issues in a legally compliant manner.

- Review of current EEO & AA federal and state laws
- Explanation of EEO/AA employer obligations
- Overview of impact EEO has on day-to-day operations
- Increased awareness on managing diversity
- Ideas for building an inclusive work environment

| Audience: | Supervisors and Managers |
| Dates: | Thursday, 6/6/13, 8:30 am - 4:30 pm  
Friday, 6/7/13, 8:30 am - 2:30 pm |
| Presenter: | Office of State Personnel |
| Location: | Colvard North 5092 |

NOTE: Attending EEOI does not exempt supervisors from UNC Charlotte’s LEAD program.

Fair Labor Standards Act (FLSA)

If you are responsible for managing other employees on campus, you need to understand the specific issues facing educational institutions related to compliance with the Fair Labor Standards Act (FLSA). Overtime exemption decisions that classify a position as "FLSA Subject" or "FLSA Exempt" are much more complex than most people realize. Whether or not an employee is required to fill out a time sheet is only the critical, visible tip of much larger iceberg. Determining the exempt status of higher education positions is very complex and technical. Colleges and Universities have been particularly vulnerable to overtime exemption challenges, and as a manager you need to understand how the Fair Labor Standards Act impacts you.

| Audience: | Supervisors and Managers |
| Dates: | Thursday, 3/14/13, 1:00 pm – 4:30 pm |
| Presenters: | Hal Walter, Human Resources  
Jeff Jensen, General Counsel |
| Location: | Colvard North 5092 |
Handling a Difficult Discussion

Nobody likes having difficult, even uncomfortable conversations with employees. The easy way out for many people is to simply avoid the conversation in hopes that the problem – whether it involves performance, behavior/attitude issues, personal hygiene, or something else – will just go away. The result: problems magnify and the supervisor’s credibility suffers. If you’re a supervisor or manager you must be prepared to have difficult, even uncomfortable conversations with employees. This workshop provides you with a systematic approach for handling conversations and issues that people frequently avoid or execute with disappointing results. The workshop focuses on managing difficult conversations and increasing the likelihood of a productive outcome. Tools, techniques, and conversational processes will be illustrated to increase your effectiveness when faced with a difficult conversation.

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<td>Dates:</td>
<td>Thursday, 3/28/13, 10:00 am – 12:00 pm</td>
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<tr>
<td>Presenter:</td>
<td>Jeanne Madorin, Human Resources</td>
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Targeted Selection

DDI’s Targeted Selection program is described as the most proven, accurate behavioral-based interviewing program in the world. The program teaches supervisors how to identify key competencies for job positions and then how to create interview guides based on the selected competencies. Participants practice the use of the DDI materials in class and will learn how to:

- Select appropriate interview questions based on position competencies
- Gather pertinent information from candidates using the STAR method
- Evaluate the information gathered to make an accurate hiring decision

This two-day workshop is open to all hiring managers.

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<tr>
<th>Audience:</th>
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| Dates:       | Session 1: Tuesday, 2/5/13, 8:30 am - 4:30 pm  
               Wednesday, 2/6/13, 8:30 am - 12:00 pm  
               OR  
               Session 2: Wednesday, 5/15/13, 8:30 am - 4:30 pm  
               Thursday, 5/16/13, 8:30 am - 12:00 pm |
| Presenters:  | Joanna Roop & Tracy Worthey, Learning and Development & Human Resources |
| Location:    | Colvard North 5092 |
Leading at the Speed of Trust

“Nothing is as fast as the speed of trust. Nothing is as profitable as the economics of trust. Nothing is as relevant as the pervasive impact of trust.” – Stephen M.R. Covey

Why has “trust” been identified as the key leadership competency for our new, global economy?

By attending Leading at the Speed of Trust, you will gain insight to the trust competency and how to build upon this skill. The Five Waves of Trust model will be explored and will serve as a metaphor for how trust operates in our lives.

You will learn:

- The economics of trust and its effects on speed and cost in relationships and organizations
- How to assess your credibility based on character and competence
- The 13 behaviors common in people with high-trust relationships
- The taxes and dividends that flow from organizational trust
- How to be an effective leader by inspiring and extending trust, plus how to restore lost trust

Program participants will be provided the option to complete a Trust Quotient (tQ) assessment at the conclusion of the workshop.

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<tr>
<th>Audience</th>
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| Dates             | Wednesday and Friday, 5/8/13 & 5/10/13, 8:30 am – 12 pm  
|                   | Plus                          
|                   | Wednesday and Friday, 5/15/13 & 5/17/13, 8:30 am – 12 pm |
| Presenter         | Kathy Hurst, Learning and Development |
| Location          | Foundation Building, Room 112 |
**Ethics in the Workplace**

This workshop explores the role ethics play in daily decisions. Ten guiding values that serve as a foundation for ethical decisions are outlined. Case studies show the relationship between an individual’s ethics and decision-making.

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<tr>
<td>Presenter:</td>
<td>Jeanne Madorin, Human Resources</td>
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<td>Location:</td>
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**Building Trust**

The ability to extend trust and to be considered a trustworthy individual by those you work with is foundational not only to your success, but also to your team and organization. In this interactive workshop we will:

- Explore ways by which we can build trust
- Discuss how trust can erode team cohesiveness
- Examine the impact of lack of trust to a team/organization

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**Making Meetings Work**

This course explores ways to help learners save time and resources by leading meetings that support business needs. In this course we will cover how to:

- Plan, facilitate, and follow-up on meetings to ensure that business results are achieved
- Use appropriate intervention techniques to keep meetings on track
- Ensure that participants contribute effectively and support the meeting’s outcomes
- Create and implement a strategy for effectively leading virtual meetings.

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<td>Presenter:</td>
<td>Joanna Roop, Learning and Development</td>
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<td>Location:</td>
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ORGANIZATIONAL DEVELOPMENT

Communication

Feedback Matters
Feedback is an essential part of face-to-face communications at work. Learning how to manage feedback effectively will enhance your interpersonal skills and success on and off the job. After this workshop, you will be able to:

- Explain the different types of feedback
- Receive feedback confidentially
- Give feedback respectfully and in a supportive way
- Solicit feedback for personal and career development

| Audience: | All Staff and Faculty |
| Dates: | Tuesday, 2/12/13, 8:30 am – 11:30 am |
| Presenter: | Joanna Roop, Learning and Development |
| Location: | Foundation Building, Room 112 |

Email Etiquette
This workshop will cover the advantages and disadvantages to communication via email and social media. Topics we will explore include:

- Why are emails susceptible to being misunderstood?
- How can you make sure your emails are understood in the tone you wrote them?
- How can you best work on projects with people you might not see face-to-face?
- What are the best practices for using instant messaging, Facebook, and Twitter in the work environment?

| Audience: | All Staff and Faculty |
| Dates: | Monday, 4/8/13, 9 am – 11 am |
| Presenter: | Dr. Anita Blanchard, Department of Psychology |
| Location: | Colvard North 5092 |
Interpersonal Communications: Relate or Negate

So you’re really good at your job, right? Wouldn’t it be great if you could just do your job without having to deal with all these crazy people all the time? Nobody seems to do things the way you do, and your way seems so much better! What’s the deal? Well, here’s the deal: Communicating well at work is a learned skill. This workshop offers you concrete tools to bring back to the workplace regarding gender differences, listening, and creating an effective atmosphere in which to work. You can better understand the “he said, she said” conundrum. You can change the climate in your office. Join us and learn how!

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<td>Dates</td>
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<tr>
<td>Presenter</td>
<td>Sandy Hanson, Communication Studies</td>
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Customer Service

Customer Service Counts

What do you say when the customer is disappointed or you cannot agree to the entire request? This customized 49er Connect module explores ways UNC Charlotte employees can meet the needs of our internal and external customers.

http://hr.uncc.edu/learning-and-development/e-learning/e-learning

So HELP Me!

This program illustrates realistic customer service problems that can frustrate both customers and employees. It provides solutions that satisfy everyone: UNC Charlotte, employees, and customers. Solutions include:

- Working with policy to solve problems
- Helping customers outside your department
- Actively listening
- Treating every customer as your own
- Defining customer needs

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<td>Presenter</td>
<td>Kathy Hurst, Learning and Development</td>
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Common Ground

PREREQUISITE: Just be F.A.I.R. or Skillport module: The Reasons Why Diversity Matters
Skillport can be accessed using your NinerNET credentials at:
https://ninernet.uncc.edu/tools/skillport/

Following the introductory workshop, Just Be F.A.I.R., you may want to take the next step in diversity training. You will learn how to recognize, respond to, and resolve difficult interactions that can stem from individual and cultural differences. Meeting on Common Ground will provide practical exercises for respecting one another.

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<tr>
<td>Presenter:</td>
<td>Jules Keith-Le, Learning and Development</td>
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Disability, Diversity & Work

This workshop will dispel myths and stereotypes about individuals with disabilities and will foster the understanding of disability as a component of a diverse community. The workshop will also identify best practices for addressing disability issues in the workplace. Individuals will be engaged through participation in discussion groups and case studies.

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<tr>
<td>Presenter:</td>
<td>Jo Ann Fernald, Office of Disability Services</td>
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<td>Location:</td>
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**Understanding International Students**

UNC Charlotte’s staff members play an important role in providing services and programs for the University’s growing and diverse international students and faculty. This workshop is designed to assist staff members who come into contact with international students and faculty in the workplace. Workshop participants will:

- Consider ways to communicate effectively with international students and faculty
- Learn about University and community resources available to help in understanding and working with international students and faculty
- Meet and have a conversation with international students at UNC Charlotte

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<tr>
<td>Presenter</td>
<td>Marian Beane, International Student/Scholar Office</td>
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**Teamwork**

**The Dynamic Team **NEW!**

In any organization, the effectiveness of its departments is influenced by the degree of cooperation among its members and their ability to work well with other areas. In order to build a dynamic cross functional team, all members must be open to new ideas and experiences. Few teams fully develop without making a conscious effort to work together. We invite you to explore the dynamics of a highly functioning team, its characteristics, its structure and its potential.

During this interactive workshop participants will:

- Experience the results when abilities are not matched to the task
- Realize the impact that good communication has on the team
- Learn strategies for working effectively

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<td>Kathy Hurst, Learning and Development</td>
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Change Management

Understanding Organizational Change

Change is no longer just an initiative or an event, it is a constant. Although we may appreciate the things that stay the same, we know that across campus change will come to us and it will come fast. Understanding Organizational Change is the introductory workshop to our Change Management competency series.

This workshop will be offered as blended learning – each participant will be required to attend a classroom session and complete a one-hour Skillport module that overviews the following three concepts:

- What is organizational change?
- The types of organizational change
- Reacting to organizational change

During the classroom training we will explore our current organizational changes and the common stages employees move through as change is embraced. Gaining knowledge of the change process will help you react smarter, adapt faster, and work together as the university moves into new levels of service.

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<td>Presenter:</td>
<td>Jules Keith-Le, Learning and Development</td>
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Ready, Set, Change!

**PREREQUISITE: Understanding Organizational Change**

As organizations change with increasing speed, so does the pace at which employees must respond. It is more imperative than ever for employees to have the skills to react smarter, adapt faster, and engage together in the face of change. Ready, Set, Change! powerfully equips you with the ability to positively and productively respond to any change... big or small.

As a result of this program, you will be able to:

- Explain how your reactions to change impact those around you
- Identify your behavioral styles in reacting to change through a self-assessment
- Identify feeling, concerns or issues that might inhibit your effectiveness or decision making around a change
- Apply The Change Response Strategy to pro-actively analyze and navigate any change
- Communicate effectively and appropriately to get the information you need to engage in change

| Audience: | All Staff and Faculty |
| Dates: | Thursday, 5/2/13, 8:30 am – 11:30 am |
| Presenter: | Jules Keith-Le, Learning and Development |
| Location: | Foundation Building, Room 112 |

Managing Change

Given the reality of today, change can be one of the most difficult things an organization goes through, but it is necessary to ensure future viability. This program demonstrates through real-world scenarios, how change affects individuals internally and the best methods for leading others through change and managing effectively through change.

As a result of completing this training, you will be able to:

- Define the five distinct stages of adjusting to change
- Understand that although change is difficult it offers opportunities for growth, learning and new experiences
- Develop strategies to manage change internally by following three essential steps
- Demonstrate how to effectively lead other though change with the help of five key steps
- Become familiar with the process of change so that you can be an effective manager
- Illustrate how effectively managing change benefits leaders and organizations
- Recognize the impact of change in order to successfully lead people through change

| Audience: | Supervisors and Managers |
| Dates: | Tuesday, 4/9/13, 1:00 pm – 4:30 pm |
| Presenter: | Kathy Hurst, Learning and Development |
| Location: | Foundation Building, Room 112 |
Organizational Awareness

**Banner Finance Training**

**Introduction to Banner Finance**
The first step in gaining access to Banner Finance is to complete the online training in Moodle. After the required training has been completed, users must pass the Banner Finance Training Quiz with a score of 75 or higher and complete the Banner Finance INB Request for Access form.

To get started with Banner Training go to: [https://moodle.uncc.edu](https://moodle.uncc.edu). Login using you NinerNet credentials and select Banner-Finance-Training.

**49er Mart Training**

Training in the 49er Mart system, the university’s web based e-procurement system, is currently available at [https://moodle.uncc.edu](https://moodle.uncc.edu). Login using you NinerNet credentials and select 49er Mart Training.

For more information regarding Banner/49er Mart training please go to: [http://finance.uncc.edu/financial-data-administration](http://finance.uncc.edu/financial-data-administration)

**Budget: Understanding Your General Fund**

This training workshop is for employees who are new to the responsibility of monitoring General Fund (state) budgets. It is also for those who wish to refresh their knowledge. Topics covered include:

- Definition of the General Fund
- The budget process for both the State and the University
- How to make budget revisions
- Explanation of budget pools
- Budget Office contacts

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<tr>
<td>Presenter</td>
<td>Ken Smith, Financial Services</td>
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<td>Location</td>
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**Business Continuity Planning**

Participants will learn what is needed to keep the University operating during an emergency situation. This one-hour introduction will familiarize you with the organization of Business Continuity, implementation priorities, and how to keep plans current. It is appropriate for all managers and supervisors, and for employees at any level who have direct responsibility for maintaining the Business Continuity Plan for their department or work unit.

This [49erConnect](http://hr.uncc.edu/learning-and-development/e-learning) module can be accessed at: [http://hr.uncc.edu/learning-and-development/e-learning](http://hr.uncc.edu/learning-and-development/e-learning)

**Conference Planning at UNC Charlotte**

There are a myriad of policies, procedures and guidelines to be aware of when coordinating the details of a conference. This workshop, hosted by the Conferences, Reservations, and Event Services Department, will review University and conference policies regarding the use of space on campus. Valuable tips are provided to guide you in planning and execution. The success of your event may depend upon your attendance in this workshop!

| Audience: | All Staff and Faculty |
| Dates: | Thursday, 3/28/13, 2 pm – 4 pm |
| Presenter: | Ann Benson-Holt, Conference Services |
| Location: | Colvard North 5092 |

**Employment and Payment of Non-Residents**

This workshop is open to all staff and administrators. It will be most useful to staff who have responsibility for the administrative processing of documents regarding the hiring and paying of non-resident alien employees including students, faculty, staff, and visitors. This is a comprehensive workshop that will cover the following topics:

- Review of Visa types, employment eligibility, and limitations
- Processing of immigration employment documents
- The I-9 and Social Security verification requirements
- The application of payroll taxes and county treaty benefits
- Honoraria and travel payments

| Audience: | All Staff and Faculty |
| Dates: | Tuesday, 2/26/13, 1:00 pm – 4:00 pm |
| Presenter: | Marian Bean, International Student/Scholar Office |
| Location: | Colvard North 5092 |
EPA Staff Recruitment and Hiring

Procedures for hiring staff employees differ slightly from those for faculty. The staff of Academic Affairs will outline the proper procedures for recruiting and hiring EPA staff employees.

Participants learn the laws that govern proper advertising in regard to equal employment, applicant flow process, accurate and correct documentation, and Human Resources involvement in the process. A general working knowledge of the difference between hiring faculty and staff is covered.

| Audience: | All Staff and Faculty |
| Dates: | Thursday, 2/21/13, 9 am - 11 am |
| Presenters: | Ramah Carle and Dawn Tench, Academic Affairs |
| Location: | Colvard North 5092 |

Essentials of Departmental Financial Management – NEW!

This Financial Services training will present guidance to campus users on three main topics:

1. Spending Guidelines
2. Expense Account Code Use
3. Financial Management

Once you take this training, you should:

- Be familiar with the main types of University Funds and what they can be used to pay for
- Understand the general principles of choosing correct Expense Account Codes
- Be equipped to manage and reconcile your department’s finances
- Know where to find resources and guidance for all of the above

| Audience: | Business managers and supporting business staff who are responsible for and involved with managing finances and budgets, initiating and monitoring departmental transactions, and reconciling and maintaining financial reports |
| Dates: | Tuesday, 2/12/13, 1:00 pm – 5:00 pm OR Tuesday, 4/23/13, 1:00 pm – 5:00 pm |
| Presenters: | Laura Williams - Financial Services Sonja Austin – Treasury Services Julie Hughes – Travel and Complex Payments Kim Seamans – Expense Account Codes Ron Sanders – General Accounting Ken Smith – Budget Office |
| Location: | Foundation Building, Room 112 |
Family Medical Leave Act (FMLA)

This 49er Connect module details the Family Medical Leave Act and how it applies to University employees.

This 49erConnect module can be accessed at: http://hr.uncc.edu/learning-and-development/e-learning/e-learning

Fire Extinguisher Training

This 49er Connect module introduces all aspects of fire evacuation procedures. It also explains the types, uses, and limitations of a fire extinguisher. Hands-on fire extinguisher demonstrations are done on request. Please contact the Environment Health and Safety (EHS) Office for additional information.

This 49erConnect module can be accessed at: http://hr.uncc.edu/learning-and-development/e-learning/e-learning

Fixed Assets

This workshop will benefit asset custodians with the annual physical inventory process and 49er Mart purchasers with account coding. Topics covered are:

- Acquiring items costing over $5000 via 49erMart
- Processing annual inventory procedures
- Disposing of assets
- Following policies for fixed asset gifts and grants

This class has been updated to include the new e-procurement procedures.

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<td>Dates:</td>
<td>Thursday, 5/30/13, 2:00pm – 4:00pm</td>
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<tr>
<td>Presenters:</td>
<td>Julie Harman, Aaron Helfenberger, and Karen Worthy, Fixed Assets</td>
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<td>Location:</td>
<td>Colvard North 5092</td>
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Fraud Awareness

Participants will be able to:

- Define fraud
- Identify fraudulent activities
- Identify appropriate internal controls that deter fraud
- Take appropriate steps when fraud is suspected

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<tr>
<td>Presenters:</td>
<td>Tommy Earnhardt and Carla Flowers, Internal Audit</td>
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<td>Location:</td>
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Hazardous Waste Training

Participants completing this 49erConnect module will be able to:

- Define hazardous waste
- Explain the regulatory requirement for hazardous waste handling
- Handle hazardous waste safely
- Identify the major components of the University Hazardous Waste Contingency Plan
- Handle a hazardous waste spill safely

This 49erConnect module can be accessed at: http://hr.uncc.edu/learning-and-development/e-learning/e-learning

Hiring Procedures for Employing Students

This 49er Connect module covers types of on-campus student employment, steps in hiring, and how to supervise a student employee.

This 49erConnect module can be accessed at: http://hr.uncc.edu/learning-and-development/e-learning/e-learning

Hiring Procedures for SPA Temporary Employees

This 49er Connect module provides information to supervisors and hiring officials of SPA Temporary employees.

This 49erConnect module can be accessed at: http://hr.uncc.edu/learning-and-development/e-learning/e-learning
Human Resources Management System (HRMS) – Performance Evaluation Management

The performance evaluation cycle for SPA employees ends February 28, 2013, and performance evaluations must be submitted prior to April 30. This session will take participants step-by-step through the processes of confirming that an employee’s work plan is accurate, entering performance evaluation comments and ratings, meeting with an employee, and routing the evaluation for completion.

<table>
<thead>
<tr>
<th>Audience:</th>
<th>Supervisors, Next Level Approvers, or Reviewers of SPA Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dates:</td>
<td>Wednesday, 1/16/13, 9:00 am – 11:00 am, or Wednesday, 2/13/13, 2:00 pm – 4:00 pm, or Thursday, 3/7/13, 9:00 am – 11:00 am, or Wednesday 4/10/13, 2:00 pm – 4:00 pm</td>
</tr>
<tr>
<td>Presenter:</td>
<td>TBD, Human Resources</td>
</tr>
<tr>
<td>Location:</td>
<td>Colvard North 5092</td>
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</tbody>
</table>

Human Resources Management System (HRMS) – Submitting SPA Position Changes

How do you change how a position is funded? Request a change in position duties? Report a direct report change? Request a new career band title? Find current salaries for all of your direct reports? These are some of the questions that will be answered in these monthly sessions on the Human Resources Management System that was implemented in 2011. If you have been supervising SPA positions at UNC Charlotte for less than a year, or if you would still rather hide under the bed than have to log into HRMS, these sessions will take some of the mystery out of these automated processes.

Tips on navigation, searching position history, understanding what information imports from Banner, and monitoring performance are some areas that will be covered. The first hour and a half will cover general topics, and the last half hour will be devoted to answering specific questions.

<table>
<thead>
<tr>
<th>Audience:</th>
<th>Managers, Next Level Approvers, and Admin PD Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dates:</td>
<td>Wednesday, 1/30/13, 9:00 am – 11:00 am, or Wednesday, 2/27/13, 2:00 pm – 4:00 pm, or Wednesday, 3/27/13, 2:00 pm – 4:00 pm, or Tuesday 5/21/13, 2:00 pm – 4:00 pm</td>
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<tr>
<td>Presenter:</td>
<td>TBD, Human Resources</td>
</tr>
<tr>
<td>Location:</td>
<td>Colvard North 5092</td>
</tr>
</tbody>
</table>
Internal Auditing Issues

“We’re from Internal Audit and we’re here to help.” As part of the “new” internal audit culture, your Internal Audit Department wants to reduce the mystery behind Internal Audit activities and provide tips to help you do your job better.

This informative session provides an overview of Internal Audit operations and lessons learned from recent audit projects that will greatly reduce your anxiety during an unexpected visit from an Internal Auditor. You’ll meet your Internal Audit Department staff and have a chance to ask questions on any topic that concerns you. Whether you’re new to campus or have been around awhile, there’s something for you.

<table>
<thead>
<tr>
<th>Audience:</th>
<th>All Staff and Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dates:</td>
<td>Thursday, 4/18/13, 2:00 pm – 4:00 pm</td>
</tr>
<tr>
<td>Presenters:</td>
<td>Tom York and Diana Hill, Internal Audit</td>
</tr>
<tr>
<td>Location:</td>
<td>Colvard North 5092</td>
</tr>
</tbody>
</table>

.Materials Management & Accounts Payable 101

This workshop has the latest information on the University’s purchasing policies & procedures as well as procedures for invoice payments. Workshop topics are:

Materials Management

- Returns on purchase order items
- Sole Source Purchases
- Pre-payments
- Unauthorized Purchases
- Campus Contracts
- 49erMart

Accounts Payable

- Processing invoices in 49erMart versus Banner
- Direct Deposit and Check writer information
- Receiving
- Issues with invoices causing late payments
- Credits and returns
- Electronic invoices
- Interdepartmental invoices

<table>
<thead>
<tr>
<th>Audience:</th>
<th>All Staff and Faculty</th>
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<tbody>
<tr>
<td>Dates:</td>
<td>Tuesday, 3/19/13, 1 pm – 4 pm</td>
</tr>
<tr>
<td>Presenters:</td>
<td>Scott Brechtel, Materials Management and Jerri Painter, Accounts Payable</td>
</tr>
<tr>
<td>Location:</td>
<td>Colvard North 5092</td>
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</tbody>
</table>
Personal Safety Awareness

The UNC Charlotte campus is now a city within a city and in many ways functions like one. In any city or campus environment, people need to know personal safety guidelines and resources.

This 49erConnect module can be accessed at: http://hr.uncc.edu/learning-and-development/e-learning/e-learning

Salary Administration

This workshop provides information on evaluating business needs, determining required levels of competencies, and applying that knowledge to observing, documenting, and assessing competency development in employees. The use of competency assessment to plan for, and request, career progression increases is addressed. This workshop is designed for supervisors with hiring authority for SPA personnel.

<table>
<thead>
<tr>
<th>Audience:</th>
<th>Supervisors with Hiring Authority of SPA Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dates:</td>
<td>Wednesday, 4/24/13, 9:00 am – 11:00 am</td>
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<tr>
<td>Presenter:</td>
<td>Hal Walter, Human Resources</td>
</tr>
<tr>
<td>Location:</td>
<td>Colvard North 5092</td>
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</table>

State and University Revenues: The Mystery behind Your Paycheck

As a state employee have you ever asked?

- How are state budgets funded?
- How do my tax dollars figure into the equation?
- Why can some departments on campus spend money when others are restricted?
- How does this all impact my paycheck?

UNC Charlotte’s budget website features multiple video casts containing in-depth explanations of how state revenue is allocated to universities and how this impacts payroll. VC Beth Hardin discusses the different streams of money the University receives, the difference between general and non-general funds, and how all this ultimately affects your paycheck.

http://businessaffairs.uncc.edu/vice-chancellor-for-business-affairs/budget-news/
Travel and Complex Payments - PART I

This workshop reviews the travel process from beginning to end: before, during and after travel. A comprehensive presentation of travel rules, regulations, and polices covers:

- OSBM topics about travel and the appropriate use of funds
- Travel audit requirements and documentation procedures
- Practice in completing and submitting travel authorization and reimbursement forms for processing

| Audience: | All Staff and Faculty |
| Dates: | Thursday, 2/7/13, 9:00 am – 12:00 pm |
| Presenter: | Julie Hughes, Travel Department |
| Location: | Colvard North 5092 |

Travel and Complex Payments - PART II

This workshop answers the questions: “What is a complex payment and how do I process it properly?” It covers:

- Unique payment types for processing
- Tax implications of some payments
- How to correctly code and process payment types
- How to properly classify payments for services
- Contractor vs. employee determination
- How to gross up a payment
- How to differentiate and process honorariums, stipends, and scholarships
- Rules for food purchases
- The many OSBM and tax requirements that must be met by these types of unique “complex” payments

| Audience: | All Staff and Faculty |
| Dates: | Thursday, 4/4/13, 1:00 pm – 4:00 pm |
| Presenter: | Julie Hughes, Travel Department |
| Location: | Colvard North 5092 |
Utilizing Your Educational Perks

Two classes a year; free of charge! Why wouldn’t you want to continue your education? Come learn how this program and others can help you, as an employee, reach your educational goals.

During this session you will learn:

- The difference between tuition waiver and tuition reimbursement
- How to earn a degree through distance education
- Admission requirements for under/graduate school
- The registration process and other relevant information

<table>
<thead>
<tr>
<th>Audience</th>
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</thead>
<tbody>
<tr>
<td>Dates</td>
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<tr>
<td>Presenters</td>
<td>Julie Burt, Office of the Registrar, Claire Kirby, Undergraduate Admissions, Joanna Roop, Human Resources, Maryanne Maree-Sams, The Graduate School</td>
</tr>
<tr>
<td>Location</td>
<td>Colvard North 5092</td>
</tr>
</tbody>
</table>
**E-LEARNING**

**Skillport Online**
Watch It, Pause It, Replay It! Skillport is available via connection to the Internet. Learning and Development continues to offer an incentive for Skillport use. Permanent staff and faculty can receive a reward for completing as little as three Skillport courses of their choosing. Skillport can be accessed using your NinerNET credentials at: [https://ninernet.uncc.edu/tools/skillport/](https://ninernet.uncc.edu/tools/skillport/)

For more information regarding the rewards eligible employees can earn please visit us at: [http://hr.uncc.edu/professional-development/online-training/skillport/skillport](http://hr.uncc.edu/professional-development/online-training/skillport/skillport)
Skillport Online offers over 3000 online courses including:

**Administrative Support**
- Advanced Skills for Administrative Support Professionals
- The Effective Administrative Support Professional
- Essential Skills for Administrative Support Professionals

**Business Analysis**
- Certified Business Analysis Professional – CBAP

**Business Law**
- Fundamentals of Business Law

**Communication**
- Anger Management in the Workplace
- Building Improved Work Relationships
- Business Grammar Essentials
- Conflict in the Workplace
- Constructive Feedback and Criticism
- Email Essentials
- Emotional Intelligence at Work
- Getting the Results You Want: Negotiating to Win
- How to Write an Effective Internal Business Case
- International Communications
- The Effective Business Meeting
- Working With and Managing Difficult People

**Consulting Skills**
- Consulting with the External Client
- Consulting with the Internal Client
- Internal Consulting for the Technical Professional
Customer Service

- Customer Service Fundamentals
- Customer Service Representative: Process, Professionalism, and Skills
- Customer Support: Process, Professionalism, and Skills
- Frontline Call Center Skills
- Internal Customer Service
- IT Infrastructure Library Foundations
- Managing a Customer-Focused Department
- Measuring Customer Satisfaction
- Technical Support Agent Survival Skills

E-Learning

- E-Learning Foundations

Finance and Accounting

- Accounting 101
- Accounting 102
- Advanced Business Finance
- Auditing: A Practical Approach
- Fundamental Finance for Non-Finance Professionals
- Managerial Accounting Practical Budgeting Skills for Business

Foundation Skills

- Basic Business Math Skills

Human Resources

- Behavioral Interviewing
- Effective Hiring and Interviewing
- Recruiting & Retention Strategies for a Tight Labor Market
- HRCI Professional in Human Resources
- HRCI Senior Professional in Human Resources
- HRCI/SPHR
- Fundamental Finance for Non-Finance Professionals
- Managerial Accounting Practical Budgeting Skills for Business
Industry Foundations
- Industry Overview Series
- Industry Overviews

Leadership
- Business Execution
- Leadership Essentials
- Leading from the Front Line
- Leading the Workforce Generations
- Moving from Management to Leadership
- Succession Planning for the Business Environment

Knowledge Management
- Achieving Measurable Performance Impact from Training
- The 21st Century Learning Curve
- Knowledge Management Fundamentals

Management
- 360-Degree Performance Appraisal
- Advanced Management Skills
- Crucial Skills for Tomorrow's Managers
- Effective Delegation
- Effectively Managing Top Performers
- Managing Contractors and Temporary Employees
- Managing Organizational Change
- The Essentials of Mentoring
- The Fundamentals of Business Crisis Management
- Using Change Process to Support Employees
- Business Coaching Essentials

Marketing
- Competitive Marketing Strategies
- Online Branding Strategy
- Product Management Essentials
- Strategic Brand Management
- Strategic Marketing in Action
Microsoft Office

- Office 2007
- Office 2010 @ the Knowledge Center

Operations

- Certified Manager of Quality/Organizational Excellence
- ISO 9000:2000 Overview
- Lean Manufacturing
- Logistic Management
- Managing Customer-Driven Process Improvement
- Six Sigma: Black Belt
- Six Sigma: Champion Training
- Six Sigma: Green Belt
- Supply Chain Management
- The Foundations of Six Sigma

Professional Development

- Achieving Organizational Excellence through Critical Thinking
- Business Ethics
- Creativity and Innovation in the Workplace
- Dealing with Organizational Change
- Decision Making and Problem Solving for Business
- Effective Time Management
- Fast-Tracking Your Career
- Optimizing Your Work/Life Balance
- Problem Solving and Decision-Making Strategies
- Telecommuting and the Remote Employee
- Working Without A Net: The Business of Risk

Project Management

- Managing Software Project Outsourcing
- Project Cost Management
- Strategic Project Management for IT
- Project Integration Management
- Project Management for Non-Project Managers
- Project Scope Management
- Project Management Foundations
Program/Portfolio Management

- Portfolio Management
- Program Management – Second Edition
- Program Management – Standard

Sales

- Field Sales Skills
- Inside Sales Skills
- Professional Selling in the Knowledge Economy
- Sales Management
- Selling at the Executive Level
- Strategic Account Sales Skills
- Sales University Series

Strategic Planning

- Leading and Implementing Sustainable Green Business Strategies
- Moving From an Operational Manager to a Strategic Thinker
- Strategic IT Planning
- Systems Thinking in the 21st Century
- The Fundamentals of Globalization

Team Building

- High-Performance On-Site and Virtual Teams
- Leading Teams
- Making Teams Work: Capitalizing on Conflict
- Optimizing Your Performance on a Team
- Participating in Teams
Consider checking out some of the titles from various sources to fit your busy schedule.

**Best Sellers**

<table>
<thead>
<tr>
<th>Title</th>
<th>Author/Collaborator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citizen Marketers</td>
<td>McConnell &amp; Huba</td>
</tr>
<tr>
<td>The Ultimate Question</td>
<td>Reichheld, Fred</td>
</tr>
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</table>

**Atkins Library**

<table>
<thead>
<tr>
<th>Title</th>
<th>Author/Collaborator</th>
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<tbody>
<tr>
<td>Business Ethics: Making a Life, Not Just a Living</td>
<td>Akner, Eugene</td>
</tr>
<tr>
<td>Career Distinction: Stand Out by Building Your Brand</td>
<td>Arruda, Dixon</td>
</tr>
<tr>
<td>Go Put Your Strengths to Work</td>
<td>Buckingham, Marcus</td>
</tr>
<tr>
<td>Good to Great</td>
<td>Collins, Jim</td>
</tr>
<tr>
<td>Overcoming the Five Dysfunctions of a Team</td>
<td>Lencioni, Patrick</td>
</tr>
<tr>
<td>The 4-Hour Workweek</td>
<td>Ferriss, Timothy</td>
</tr>
<tr>
<td>The Secrets to Masterful Meetings</td>
<td>Wilkinson, Michael</td>
</tr>
<tr>
<td>The Total Money Makeover</td>
<td>Ramsey, Dave</td>
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**Human Resources Library**

<table>
<thead>
<tr>
<th>Title</th>
<th>Author/Collaborator</th>
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<tbody>
<tr>
<td>8th Habit: From Effectiveness to Greatness</td>
<td>Covey, Stephen</td>
</tr>
<tr>
<td>7 Habits of Highly Effective People</td>
<td>Covey, Stephen</td>
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<tr>
<td>7 Habits of Highly Effective Families</td>
<td>Covey, Stephen</td>
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<tr>
<td>A Whole New Mind</td>
<td>Daniel H. Pink</td>
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<td>Crucial Conversations: Tools for Talking When the Stakes are High</td>
<td>Patterson, Grenny, Switzler, McMillian</td>
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<tr>
<td>DRIVE</td>
<td>Daniel H. Pink</td>
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<tr>
<td>First Things First</td>
<td>Covey, Stephen</td>
</tr>
<tr>
<td>Influencer</td>
<td>Patterson, Grenny, Switzler, McMillian</td>
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<td>Principled Centered Leadership</td>
<td>Covey, Stephen</td>
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<tr>
<td>The Adventures of Johnny Bunko</td>
<td>Daniel H. Pink</td>
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<tr>
<td>The Power Principle</td>
<td>Lee, Blaine</td>
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<tr>
<td>Who Moved My Cheese?</td>
<td>Johnson, Spencer</td>
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**Videos**

<table>
<thead>
<tr>
<th>Title</th>
<th>Provider</th>
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<tbody>
<tr>
<td>Be Prepared to LEAD</td>
<td>Toastmasters International</td>
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<tr>
<td>Effective Communications</td>
<td>CRM Learning</td>
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<td>Supervising for Quality</td>
<td>Toastmasters International</td>
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<td>Who Moved My Cheese?</td>
<td>Double Take Productions</td>
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**Audio Tapes**

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<th>Title</th>
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<tr>
<td>7 Habits of Highly Effective Families</td>
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<tr>
<td>Balancing Work &amp; Family</td>
<td>Covey, Stephen</td>
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<tr>
<td>First Things First</td>
<td>Covey, Stephen</td>
</tr>
<tr>
<td>The Road Less Traveled</td>
<td>Peck, Scott M.</td>
</tr>
</tbody>
</table>
Three special Training Opportunities are available through the Office of State Personnel (OSP)

**Frontline Leadership**
- A number of courses in a series for front line supervisors
- Open enrollment
- Taught at Raleigh & Greensboro
- Total class time = 48 hours plus online activities
- Cost $250 per person

**Certificate in Public Supervision (CPS)**
- To earn a certificate in the program, you must first complete Frontline Leadership, two electives, and designated human resource management courses
- Sessions taught at the State Personnel Development Center in Raleigh

**Certified Public Manager Program**
- An in-depth, comprehensive, competency-based developmental program for managers
- Taught over a two year period at the State Personnel Development Center in Raleigh
- Each university nominates one participant per year

[http://www.osp.state.nc.us/Develop/HRD/cert/cps/cpsindex.html](http://www.osp.state.nc.us/Develop/HRD/cert/cps/cpsindex.html)
Thank you for your interest in professional development opportunities offered by the Human Resources Learning and Development Team.

Our goal is to provide high-quality learning and development events for campus staff. If you have comments and suggestions, please give us a call.

We look forward to seeing you at the workshops!

Learning and Development Team