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LEARNING AND DEVELOPMENT OVERVIEW Partnering for Performance

Workforce Development

UNC Charlotte offers a wide range of training to equip employees with the skills needed to improve competencies and increase engagement levels.

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 and exceed 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
- Essentials of Leadership
- Equal Employment Opportunity Institute
- Fair Labor Standards Act
- Targeted Selection
- Diversity: We need to M.E.E.T.
Many professional development workshops are available that are designed to strengthen the depth, quality, and range of employee skills in targeted areas.

- Ethics in the Workplace

HR Learning and Development offers training in specific competencies to ensure our long range ability to cope with change, effectively resolve problems, and meet the business needs of the university.

- Change Management
- Communication
- Customer Service
- Diversity
- Organizational Awareness
- Teamwork
TRAINING METHODOLOGY

Classroom Training
Learning and Development

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

Information Technology Services

http://training.uncc.edu

E-Learning

49erConnect

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

Skillport

http://hr.uncc.edu/professional-development/online-training/skillport/skillport

NC OSP (Office of State Personnel)

http://www.nctraining.ncgov.com

Learning & Development’s Reading List

See page 48 for a list of recommended books and audio resources.
New Employee Orientation

New Employees must complete two components of New Employee Orientation (NEO):

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
- Communications, Customer Service, and Diversity
- Environmental Health & Safety
- Environmental Sustainability
- Employee Benefits
- HR/University Policies and Procedures
- Information Technology Support and Training
- Maintaining a safe workplace
- Other relevant topics

Date/Time  Varies per month, but always on Tuesday and Wednesday. Contact HR for monthly schedule at 704-687-0669. Time 8:30am – 4:00pm each day.

Location  Tuesdays - Foundation Building
          Wednesdays - Atkins Room 121
ASPIRE

Intended Audience

ASPIRE is a program for non-supervisory employees wanting to learn more about university policy.

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. This information also helps prepare employees for leadership roles.

Length

This is a 21-hour program.

Requirements

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

<table>
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<tr>
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<th>Thursday</th>
<th>10/11/12</th>
<th>8:30 am – 12 pm</th>
<th>Time &amp; Attendance, Performance Management</th>
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<td>Thursday</td>
<td>10/25/12</td>
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<td>Friday</td>
<td>10/26/12</td>
<td>8:30 am – 12 pm</td>
<td>Workplace Program</td>
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Location

Foundation Building, Room 112

April 2012 ASPIRE Graduates

Alexandra Arrington
Heather Banes
Marie Barnes
Dan Bauder
Tomasa Bonilla
Gloria Bradley-Fluellen
Stephanie Burns
Leroy Crawford
Cecilia Dontoh
Amy Epting
Tonya Foster
Ronald Greer
Sandra Haynes
Mike Hofford

Esther Hollington
Andria Jones
Kristine Kohl
Tammy Lail
Nora Miller
Rachael Murdock
Lisa Newman
Cathy Nichols
Randall Powell
Sarah Simard
Jeffrey Stahr
Carolyn Thomas
Greg Verret
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.

Date: Monday, 9/17/12, 10 am – 12 pm
Presenter: Learning and Development
Location: Colvard 5092

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

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
- 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.

Date: Wednesday, 9/19/12, 3:30 pm – 4:30 pm
Presenter: Ellen Zavala, Office of Research Services
Location: Foundation Building, Room 112

*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

October 10, 2012 - Session 1 - Foundation Bldg. – Room 112
Introduction to Research Administration, Pre-Award Overview, and Developing a Proposal

October 24, 2012 - Session 2 - Atkins 121
Computer Lab Training on the functions of NORM and the shared Research drive

November 7, 2012 - Session 3 - Foundation Bldg. – Room 112
Negotiations and Contracting, Subcontracting, Data Security, Material Transfer and Confidentiality Agreements, Intellectual Property, and Conflicts of Interest

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 on the front line of UNC Charlotte management requires a thorough understanding of the university’s environment, protocols, traditions, and unique vernacular. LEAD is structured to introduce managers to the resident experts for 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.

Week 1 Thursday 9/06/12 8:15 am – 4 pm Safety, Time & Attendance, FMLA and Essentials of Leadership
Week 2 Thursday 9/13/12 8:15 am – 4 pm EEO, Diversity, Salary Administration, and Performance Management
Week 3 Thursday 9/20/12 8:15 am – 4 pm Workplace Violence Prevention, The Sobering Facts, Unlawful Workplace Harassment, and Coaching for Performance
Week 4 Thursday 9/27/12 8:15 am – 4 pm Conflict Resolution, Disciplinary Action and Grievance

Location  Foundation Building

February 2012 LEAD Graduates

Jonathan Adams  Dennis McElhoe
Melissa Barnett  Marquis McGee
Alicia Bartosch  Mary Newsom
Catherine Blat  Madeleine Perez
Jeffrey Brindel  Karen Shaffer
Angela Buchanan  Melissa Sisco
Kelly Franklin  Ausbia Smith
Michael Hancock  Nelda Tatum
Tamara Hill  Kathleen Trippodo
Kristine Hopkins  Christopher Wilks
Charles Kraus  Stacie Young
Amanda Macon

Not all graduates are photographed.
As your summer is winding down this FALL... wind up your health!

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 Fall 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! SHP 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 September 10\textsuperscript{th} and end the week of December 17\textsuperscript{th}.

Convenient early morning, lunchtime, and evening class times available.

Monday, September 10th, 2012, 11:00 AM to 12:00 PM  
Monday, September 10th, 2012, 8:30 PM to 9:30 PM  
Wednesday, September 12th, 2012, 7:00 PM to 8:00 PM  
Thursday, September 13th, 2012, 11:00 AM to 12:00 PM  
Thursday, September 13th, 2012, 12:30 PM to 1:30 PM  
Thursday, September 13th, 2012, 6:00 PM to 7:00 PM  
Thursday, September 13th, 2012, 7:30 PM to 8:30 PM  

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

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

Want to attend, but not online? Eat Smart, Move More, Weigh Less Classroom sessions are also available on Campus!

**Min:** 15 participants needed to make a class  
**Date:** Mondays starting September 10\textsuperscript{th}, from 1:15 pm – 2:15 pm  
**Presenter:** Julie Jackman, Mecklenburg County Health Department  
**Location:** Colvard North 5092

**Note:** Deadline to register for the classroom ESMMWL September series is Wed, September 5\textsuperscript{th} using the Learning and Development online registration form.
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:** Supervisors and Managers  
**Min/Max:** 6/12  
**Dates:** Thursday, 9/27/12, 8:15 am – 12 pm  
**Presenter:** Joanna Roop, Learning and Development  
**Location:** Foundation Building, Room 112

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**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:** Managers and Supervisors  
**Dates:** Thursday, 10/18/12, 8:30 am - 4:30 pm  
**Friday, 10/19/12, 8:30 am - 2:30 pm**  
**Presenters:** Office of State Personnel  
**Location:** Colvard 5092

**NOTE:** Attending EEOI does not exempt supervisors from UNC Charlotte’s LEAD program.
**Essentials of Leadership - NEW**

**Purpose**
An effective leader establishes good working relationships and inspires others to act.

In *Essentials of Leadership* supervisors learn vital skills to meet practical and personal needs of employees. Participants acquire a set of proven interactive skills, discover seven Leadership Imperatives, and realize their role as a catalyst leader - a leader who inspires others to act.

**Learning Objectives**
- Increase effectiveness by motivating your team and helping them to be more effective
- Do more in less time, while enhancing interpersonal relationships
- Enhance your team’s performance with feedback they are willing to accept and act upon

**Audience:** Supervisors and Managers  
**Min/Max:** 6/12  
**Dates:** Thursday, 9/6/12, 1 pm – 4 pm  
**Presenter:** Joanna Roop, Learning and Development  
**Location:** Foundation Building, Room 112

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**Fair Labor Standards Act (FLSA) - NEW**

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.

**Date:** Thursday, 11/8/12, 10 am – 12pm  
**Presenters:** Amy Braun and Hal Walter, Human Resources  
Jeff Jensen, General Counsel  
**Location:** Colvard 5092

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19
**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:

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

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

**Audience:** Supervisors and Managers  
**Min/Max:** 6/12  
**Session 1:** Tuesday, 10/30/12, 8:30 am - 4:30 pm  
Wednesday, 10/31/12, 8:30 am - 12:30 pm  
**OR**  
**Session 2:** Tuesday, 12/11/12, 8:30 am - 4:30 pm  
Wednesday, 12/12/12, 8:30 am - 12:30 pm  
**Presenters:** Joanna Roop & Tracy Worthey, Learning and Development & Human Resources  
**Location:** Colvard 5092

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**We Need to M.E.E.T.**

**PREREQUISITE:** Just Be F.A.I.R. or the Skillport module: The Reasons Why Diversity Matters

**M.E.E.T. — Make** Time to Discuss, **Explore** Differences, **Encourage** Respect, **Take** Responsibility

Learn how to recognize, respond to, and resolve difficult interactions that can stem from individual and cultural differences. **M.E.E.T.** provides practical exercise in respecting one another.

**Audience:** Supervisors and Managers  
**Min/Max:** 6/12  
**Date:** Thursday, 9/13/12, 10 am – 11 am  
**Presenter:** Julie Laytham, Learning and Development  
**Location:** Foundation Building. Room 112  

**Skillport** can be accessed using your **NinerNET credentials** at: [https://ninernet.uncc.edu/tools/skillport/](https://ninernet.uncc.edu/tools/skillport/)
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.

**Date:** Wednesday, 10/24/12, 2 pm - 4 pm  
**Presenter:** Jeanne Madorin, Human Resources  
**Location:** Colvard 5092
Communications

Business Communications Writing Class

Participants learn ways to make letters, memos, and emails more usable and accurate. You learn a simple organizing pattern as well as strategies to help readers focus on important information. Some helpful suggestions are offered regarding the most common grammar mistakes made in typical documents.

Dates: Tuesday, 10/9/12, 9 am – 12 pm
AND
Thursday 10/11/12, 9 am – 12 pm
Presenter: Dr. Meg Morgan, English Department
Location: Colvard 5092

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

Dates: Friday, 10/12/12, 8:30 am - 12 pm
Presenter: Learning and Development
Location: Foundation Building, Room 112

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

**Date:** Friday, 9/21/12, 9:30 am – 12 pm  
**Presenter:** Learning and Development  
**Location:** Foundation Building, Room 112

Diversity

**Championing Diversity**

**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/

This Franklin Covey workshop is an energetic, highly interactive session that helps individuals see opportunity in the unknown, learn the advantages of celebrating differences, and practice analyzing and diffusing bias. Participants will discover the benefits of a diverse workforce, student population, and customer base.

**Dates:** Tuesday, 10/30/12, 9 am – 4 pm  
**Presenter:** Julie Laytham, Learning and Development  
**Location:** Foundation Building, Room 112

**Just Be F.A.I.R.**

In this workplace diversity workshop, you will:
- Learn the definition of diversity
- Recognize that diversity is different from EEO and Affirmative Action
- Understand what it means to be culturally competent
- Become more aware of who we are as employees
- Learn the F.A.I.R. (Feedback, Assistance, Inclusion, Respect) approach

**Dates:** Friday, 10/19/12, 8:30 am - 12:00 pm  
**Presenter:** Learning and Development  
**Location:** Foundation Building, Room 112
Mixing the 4 Generations

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/

For the first time four generations are working together. Each generation has its shared history, common biases, and core beliefs. Participants gain insight into:

- What each generation is looking for
- How to interact more respectfully with each other
- What information each uses in making decisions
- What is important to each generation

Date: Thursday, 11/15/12, 8:30 am – 12 pm
Presenter: Learning and Development
Location: Foundation Building, Room 112

The Reasons Why Diversity Matters

Skillport Module
Imagine a workplace where everyone is the same. Where would new ideas come from? Without diversity, companies run the risk of an extremely limited perspective. This course takes a closer look at diversity initiatives in the workplace and why they matter.

Skillport can be accessed using your NinerNET credentials at: https://ninernet.uncc.edu/tools/skillport/
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/financiila-data-administration](http://finance.uncc.edu/financiila-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

**Date:** Thursday, 10/4/12, 9 am – 11 am  
**Presenters:** Ken Smith, Financial Services  
**Location:** Colvard 5092
**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 module can be accessed at: [http://hr.uncc.edu/learning-and-development/e-learning/e-learning](http://hr.uncc.edu/learning-and-development/e-learning/e-learning)

**EPA Faculty Recruitment and Hiring**

The session focuses on the procedures required for the recruitment and hiring of our faculty. It is particularly helpful to academic department administrators, college business managers and college personnel administrators. New department chairs will also find this useful.

Due to state and federal regulations, we have a set procedure to follow when filling a faculty vacancy. This session explains the recruitment, selection, and hiring process. We cover which forms to use and explain the flow of these forms through the various University offices. Questions are welcomed.

**Date:** Wednesday, 9/26/12, 9 am – 11 am  
**Presenters:** Ramah Carle and Dawn Tench, Academic Affairs  
**Location:** Colvard 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.

**Date:** Wednesday, 10/17/12, 9 am - 11 am  
**Presenters:** Ramah Carle and Dawn Tench, Academic Affairs  
**Location:** Colvard 5092
Essentials to 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.

Min/Max: 6/20
Date: Monday, 10/29/12, 8 am – 12 pm
Presenter: Laura Demski, Financial Services
Location: Colvard 5092

Facilities Management Services

This workshop is an overview of services available through Facilities Management. Topics include:
- Creating a work request through the Archibus work management system
- How to arrange a Motor Fleet reservation
- Informal project requests

Date: Wednesday, 10/17/12, 2 pm – 4 pm
Presenter: Lee Snodgrass, Facilities Management
Location: Colvard 5092

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

**Fixed Assets**

This workshop covers:

- 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.

**Date:** Thursday, 11/15/12, 2:00pm – 4:00pm  
**Presenters:** Julie Harman, Aaron Helfenberger, and Karen Worthy, Fixed Assets  
**Location:** Colvard 5092

**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

**Date:** Thursday, 11/1/12, 9 am - 12 pm  
**Presenters:** Tommy Earnhardt and Carla Flowers, Internal Audit  
**Location:** Colvard 5092
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) – Recruitment and Selection

This course introduces functionality contained within the University’s electronic recruitment and selection system (HRMS), and is designed for hiring managers of all employee designations (EPA, SPA, student and non-student temporary). Topics include:
- How to create an effective vacancy listing (recruitment requisition)
- Understanding the differences between EPA and SPA recruitment activities
- How to review application materials (application, cover letter, resume, etc.)
- How to change applicant statuses
- How to initiate a hiring proposal
- Approval and extension of salary offers

Additionally, this class will offer an opportunity for hiring managers to ask questions regarding this topic.

Date: Tuesday, 9/11/12, 9 am – 11 am
Presenter: Kieffer Gaddis, Human Resources
Location: Colvard 5092
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.

Audience: Managers, Next Level Approvers, and Admin PD Users
Dates: Mondays: 9/10/12, or 10/8/12, or 11/12/12, or 12/10/12, 2 pm - 4 pm each session
Presenter: Amy Braun, Human Resources
Location: Colvard 5092

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 participants 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.

Date: Thursday, 11/1/12, 2 pm - 4 pm
Presenters: Tom York and Diana Hill, Internal Audit
Location: Colvard 5092
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

**Dates:** Tuesday, 11/13/12, 1 pm – 4 pm  
**Presenters:** Brian Richardson, Materials Management and Jerri Painter, Accounts Payable  
**Location:** Colvard 5092

**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](http://hr.uncc.edu/learning-and-development/e-learning/e-learning)
Request for Proposals (RFP) Process - NEW

Topics in this workshop include how to develop an RFP:

- What, how, and when to use an RFP
- Benefits of an RFP
- How to compile and evaluate an RFP
- How the award is made

Date: Wednesday, 11/7/12, 9 am - 12 pm
Presenter: Randy Duncan, Materials Management
Location: Colvard 5092

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 all this 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/

The Many Faces of Auxiliary Services

Representatives from Auxiliary Services will provide a primer on services most frequently utilized by campus departments. The '4 W's" of each service will be explained:

- What is the service?
- Where is it located?
- When is it open?
- Why would I use it or need to know about it?

Employees receive information on: Parking Services, 49erCard, Vending, Insurance Services, Campus Bookstore, Copy Center, Vending, Food Services, Trademark/License Policies

Date: Wednesday, 10/3/12, 2 pm – 4 pm
Presenters: Ray Galleno and Marisa Elston, Auxiliary Services
Location: Colvard 5092
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

**Dates:** Tuesday, 9/18/12, 9 am – 12 pm  
**Presenter:** Julie Hughes, Travel Department  
**Location:** Colvard 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

**Dates:** Tuesday, 11/13/12, 9:00 am - 12:00 pm  
**Presenter:** Julie Hughes, Travel Department  
**Location:** Colvard 5092
The Unified Team

How do we come together in the work place to establish and achieve common goals while acknowledging and respecting individual contribution? How do we establish ourselves as collaborative work groups? Come explore this workshop, which deals with the ABCs of building and maintaining a unified team. During this session you will look at ways to coach, inspire and encourage team members every day.

The workshop covers:

- How and why a team becomes unified
- How to promote a unified team
- What to do when team unity is threatened
- How to restore unity when it falters

Dates: Friday, 11/30/12, 8:30 am – 12 pm
Presenter: Julie Laytham, Learning and Development
Location: Foundation Building, Room 112
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/

Earn Rewards...

For more information regarding the rewards eligible employees can earn please visit us at: http://hr.uncc.edu/professional-development/online-training/skillport/skillport

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
- Business Interpersonal Communication Skills
- Business Writing Essentials
- Communicating Assertively
- Conflict in the Workplace
- Constructive Feedback and Criticism
- Effective Listening
- Effective Use of Feedback for Business
- Email Essentials
- Emotional Intelligence at Work
- Getting the Results You Want: Negotiating to Win
- Giving Successful Presentations
- How to Write an Effective Internal Business Case
- International Communications
- Obtaining Results without Authority
- Professionalism and Business Etiquette
- Telephone Skills for Business Professionals
- 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
- Customer Service Representative, Professionalism
- Customer Service Representative, Skills
- Customer Support, Process
- Customer Support, Professionalism
- Customer Support, Skills
- Excelling at Customer Service
- Frontline Call Center Skills
- Inbound Call Center Management
- Internal Customer Service
- Internal Customer Service Agent Skills
- 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
- Finance & Acct. Essentials for non-financial Professionals
- 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
- HRCI Professional in Human Resources
- HRCI Senior Professional in Human Resources
- HRCI/SPHR
- Managing Diversity in the Workplace
- Recruiting & Retention Strategies for a Tight Labor Market
- Recruiting and Retention Strategies
- The Reasons Why Diversity Matters

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
- Knowledge Management Fundamentals
- The 21st Century Learning Curve
Management

- 360-degree Performance Appraisal
- Advanced Management Skills
- Appraising Performance
- Business Coaching Essentials
- Coaching with Confidence
- Crucial Skills for Tomorrow’s Managers
- Effective Delegation
- Effectively Managing Top Performers
- Essentials of Hiring and Interviewing
- Facilitating Successfully
- Managing Contractors & Temporary Employees
- Managing Organizational Change
- Managing Technical Professionals
- Moving from Technical Professional to Management
- Moving into Management
- Problem Performance Management
- The Essentials of Mentoring
- The Fundamentals of Business Crises Management
- Using Change Process to Support Employees

Marketing

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

Microsoft Office

- Office 2010 and 2007 @ 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

**Personal 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
- Diversity in the Workplace
- Doing Business Professionally
- Effective Time Management
- Fast-tracking your Career
- Generating Creative & Innovative Ideas
- Handling Organizational Change
- Living a Balanced Life
- Managing Your Career
- Optimizing Your Work/Life Balance
- Problem Solving and Decision-Making Strategies
- Take Control of Your Time by Working More Effectively
- Telecommuting and the Remote Employee
- Working without a Net - The Business of Risk
Project Management

- Managing Software Project Outsourcing
- Project Communications Management
- Project Cost Management
- Project Human Resources Management
- Project Integration Management
- Project Management Essentials
- Project Management for IT Professionals
- Project Management for Non-Project Managers
- Project Management Foundations
- Project Management Professional Responsibility
- Project Procurement Management
- Project Quality Management
- Project Risk Management
- Project Scope Management
- Project Time Management
- Strategic Project Management for IT

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
- Sales University Communication 101
- Sales University Sales Manufacturing: A Success Model
- Sales University Sales Math 101
- Selling at the Executive Level
- Strategic Account Sales Skills
- Territorial Account Sales Skills
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
GENERAL INFORMATION

Training Center Locations

Foundation Building - Building 71
Colvard 5092 - Building 32

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

Phone: 704-687-0669
Fax: 704-687-5256

Learning & Development Manager:
Joanna Roop: joanna.roop@uncc.edu

Learning & Development Specialist:
Julie Laytham: jllaytha@uncc.edu
WORKSHOP LOGISTICS

We value your feedback! We need your perspective to provide effective motivational and educational development sessions for university staff.

Please take the time to tell us:

- What workshops would you like us to offer in the future?
- (Topics, ideas, former sessions to re-create...)
- What other resources should we add?
- (Speakers, videos, written materials...)

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

Accessing Your Training Transcript

Employees can view and print their training transcript of workshops attended through Human Resources. 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 select the Employee tab
4. Select the Human Resources Training Courses Completed
**How to Register**

*Learning and Development workshops* are open to all permanent staff employees and faculty. You may register online or by completing the form below and returning to Human Resources.

**To register online**

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

**Supervisory Approval**

Submitting your registration for a training workshop (whether electronically or in written form) indicates that you have permission from your supervisor to attend professional development training.

**Workshop Registration Form**

1. Print or type all required information on the registration form.
2. Return the form promptly to Human Resources Department, 222 King Building.

Due to limited space, workshops generally are filled on a *first come, first serve* basis.

**NOTE:** The registration form can be copied for additional workshops.

**Special Accommodations**

Any participant requiring special accommodations to attend a Human Resources Staff Development workshop should contact our office at extension 7-0669 for arrangements.

**Confirmation**

Registrants will receive notice of either “confirmation or wait-listed” prior to the workshop date.

**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 session email reminder.

Failure to adhere to the cancellation procedure could result in a course fee being assessed to your department.
Training Registration Form

Name______________________________________________________________

UNC Charlotte ID____________________________________________________

Department___________________________________________________________

Email_______________________________________________________________

Your Supervisor’s Email_______________________________________________

Phone Number________________________________________________________

Are you a supervisor? Yes _____ No ______

Have you received approval from your Supervisor to attend this workshop? Yes _____ No _____

Workshop Title_______________________________________________________

Workshop Date________________________________________________________

Workshop Time________________________________________________________

Your Signature________________________________________________________

Submitting your registration form for training (whether electronically or in written form) indicates that you have permission from your supervisor to attend professional development training.

Return this form to:

Learning and Development Team
Human Resources Department
King Building, Room 222
Consider checking out some of the titles from various sources to fit your busy schedule.

**Best Sellers**

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

**Atkins Library**

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

<table>
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<tbody>
<tr>
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<td>Covey, Stephen</td>
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<tr>
<td>Crucial Conversations: Tools for Talking When the Stakes are High</td>
<td>Patterson, Grenny, Switzler, McMillian</td>
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<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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<td>Who Moved My Cheese?</td>
<td>Johnson, Spencer</td>
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**Videos**

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<th>Title</th>
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<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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<tr>
<td>Supervising for Quality</td>
<td>Toastmasters International</td>
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<tr>
<td>Who Moved My Cheese?</td>
<td>Double Take Productions</td>
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**Audio Tapes**

<table>
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<th>Title</th>
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<td>7 Habits of Highly Effective Families</td>
<td>Covey, Stephen</td>
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<tr>
<td>Balancing Work &amp; Family</td>
<td>Covey, Stephen</td>
</tr>
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<td>First Things First</td>
<td>Covey, Stephen</td>
</tr>
<tr>
<td>The Road Less Traveled</td>
<td>Peck, Scott M.</td>
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</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
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
Fall 2012