

TRAINING

PAGES

FALL 2008

EOD Certifications Receive a Makeover!

Starting in January 2009, participants in Employee & Organizational Development's ongoing certifications will notice changes. The updates will affect three of EOD's major certifications: Part 1 Certification, Part 2 Certification, and the Communication Certification. After several months of review, EOD staff have updated these certifications to fulfill the following objectives:

- Eliminate duplication of certification credit for training programs. In the past, for example, the three-hour Listening Skills program has counted for credit in both the Part 1 and Communication Certifications. Beginning January 2009, the Listening Skills program will only count for the Part 1 Certification. All training programs will be placed in only one certification.
- Allow new classes to be introduced to the certifications for credit. Employee & Organizational Development strives to offer new, exciting, and desired training programs to meet participants' needs. Just a few of the new topics will include classes such as Meeting People – A Guide to Effective Networking, Working Effectively with Difficult People, and Balancing Your Life and Career: What Gives?

What does this mean for employees who are already in the process of acquiring a certification?

If you are a participant who has already attended a prerequisite class such as Introduction to Supervision, Leading at UT, and/or Introduction to Communication by the end of December 2008, it is your choice to continue to follow the previous certification curriculum(s) or the new curriculum(s) beginning spring 2009. Depending upon how far along you are in a particular certification may help you determine the curriculum you would like to follow.

If you are interested in following the new curriculum, please look for a detailed flyer this fall. You may also visit EOD's website later this fall for more details at <http://uthr.admin.tennessee.edu/tandd>. The new curriculum changes will also be featured in the spring 2009 training pages.

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 Superchicken: Windows XP
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the latest news

Congratulations to the graduates of the Communication Certification!

On May 12, Employee & Organizational Development held their first Communication Certification Celebration at the Hermitage Room of the University Center. Congratulations to all 45 graduates for their hard work attaining the certification!



Linda Beets
Janice Bordeaux
Deborah Brown
Sherri Brown
Shannon Bruce
Rachel Burnett
Tabitha Cannon
Terrie Cassidy
Stella Clabough
Cynthia Davidson
Teresa Davis
Diane Dodson

Dorothy Dove-Murphy
Donna Doyle
Penny Dunlap
Erica Johnson
Kristin England
Jacki German
La Vonna Hamer
Linda Hearon
Elizabeth Hueimmer
Donna Hurst
Charlene Laughlin
Milissa Martinez

Susan McBee
Ami McCarter
Julie Monday
Elaine Morrissey
Jenny Moshak
Sabine Nebenfuehr
Brian Roe
Lydia Salmon-Wright
Jennifer Scagnelli
Earl Schliesman
Nancy Smith
Marsha Smith

Sara Stewart
Terry Trivette
Melissa Walker
Brenda Wallace
Katherine Weaver
Holly Wells
Michael West
Karen Windham
Elizabeth Young



Employee & Organizational Development is already at work planning the next graduation celebration to be held in December 2008. Participants who have completed at least 32 hours of communication courses will be notified later this year. Beginning 2009, the graduation will be held annually every May.

The Communication Certification is available to all employees. The certification encompasses various aspects of communication including: assertiveness, feedback, meetings, networking, writing, Myers-Briggs, and many more topics. We strongly encourage each employee to become active in this certification to increase effective communication in day-to-day operations.

We are excited so many employees are already involved in the certification and expanding their communication knowledge. For those employees who are seeking more information about this certification, please see page 6 of Training Pages. To enroll in the certification, participants only need to register and attend the prerequisite course, Introduction to Communication. We look forward to seeing you in class!

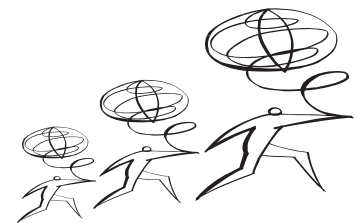
Office Professionals Super Seminar! The Volunteer Spirit: Taking Initiative for Your Future

The Office Professionals Super Seminar is underway once again!

Come prepared for another educational, fun-filled day of guest speakers, training sessions, buffet-style lunch, and opportunities to network with your fellow university colleagues!

This year's conference will feature three unique learning paths: Professional Improvement, Personal Innovation, and Life Advancement.

This all-day seminar is designed for the professional and personal development of administrative personnel. This seminar provides an excellent opportunity to network with colleagues and focus on your personal and professional goals.



Office Professionals Super Seminar
Coordinator: Brian Roe
October 29, 8:00-4:00
4th Floor, Conference Center Building
Section 50055916

The \$85 fee includes materials, breakfast and lunch, and parking.
Space is limited, so call and reserve your seat today!

Cancellations may not be made after October 15;
however, substitutions from your department
may be made at any time.

the basics

REGISTRATION

There are two ways to register for courses: call our office at (865) 974-6657, or register online at <http://uthr.admin.tennessee.edu/tandd>. You may also register in person during our regular office hours, noted at right.

LOCATION OF CLASSES

Training classes are held in the UT Conference Center Building, 600 Henley Street, Rooms 218 or 238, unless otherwise noted. Computer courses are held in Room 219. To get to these locations, you may take the trolley, which runs from 7 a.m. to 5 p.m., or park in the UT Parking garage on the corner of Clinch and Locust Streets (view map online at <http://uthr.admin.utk.edu/TandD/registrationinfo.html>). If you park in the garage, please bring your ticket with you so that it can be validated. Parking is free unless otherwise noted.

CHARGES/CANCELLATIONS

Charges are sometimes made to cover costs of materials, speakers, facilities, or equipment. All computer courses cost \$75 (unless otherwise indicated), are taught on Dell PCs, and are approved for CPS re-certification. Fees for computer courses and seminars will be charged directly to the departments through electronic billing. The entire fee will be charged for class cancellations made less than five working days before the program. Departments are welcome to send substitutes. Make-up classes are not allowed.

REMINDERS

We will make every attempt to contact you with reminders two to three days before classes. However, a reminder is only a courtesy; it is not a confirmation of your registration. Once you call and register, please consider yourself committed to the class and note our policy for cancellations. If you are unable to attend, please notify us as soon as possible so those on waiting lists may be contacted.

Course Registration Form

Name _____

Department _____

Address _____

Phone # _____

Cost Center/WBS Element _____

Course Title _____

Course # _____

Fax to (865) 974-9715, or mail to Employee & Organizational Development, Suite 220, 600 Henley St, Knoxville, TN 37996

FALL 2008

TRAINING PAGES

The University of Tennessee Employee & Organizational Development

Suite 220, UT Conference
Center Building

600 Henley Street

Knoxville, TN 37996-4125

Phone: (865) 974-6657

Fax: (865) 974-9715

<http://uthr.admin.tennessee.edu/tandd>



Employee & Organizational Development Staff

Linda Francisco

Shannon Bruce

Julie Monday

Stefani Mundy

Angela McLemore

Johanna Owenby

Brian Roe

Tomi Rogers

Mary Ann Venable



Our Mission

Employee & Organizational Development serves the University of Tennessee by providing faculty and staff with opportunities for growth in their careers. We promote a community that embraces lifelong learning and respect for individual differences, celebrates competence and extraordinary accomplishments, and enhances the quality of work life.



Office Hours

Monday-Friday:

8:00 a.m. to 5:00 p.m.

Employee & Organizational Development observes the university's holiday and administrative closing schedule.

THE UNIVERSITY of
TENNESSEE 
KNOXVILLE

training services

ADVANCED CONNECTIONS

One bad service experience can have an enormously negative impact on our effectiveness and on the university's reputation. How many service horror stories have you heard or perhaps experienced? Advanced Connections provides the means to take the first steps toward becoming a service-oriented organization. Enroll with your staff in this free program. If you have ten or more employees, we will come to you. To set up a class on site, contact Linda Francisco, (865) 974-8361.

BENEFITS REVIEWS

Departments may request in-house benefits reviews. This program includes in-depth information regarding retirement, insurance, tax deferred annuities, and many other benefits available to employees. For more information, contact Benefits and Retirement Services, (865) 974-4341.

E-LEARNING COURSES

Computer-based training (CBT) is a series of interactive courses offered on the internet that can be tailored to the individual's needs. Many of the e-learning classes can be substituted for training courses that fall within Employee & Organizational Development's certification programs. To be eligible to use CBT, you must be a UT faculty or staff member. To register, email Bruce Delaney at bdelaney@utk.edu, and ask for the e-class substitution.

LUNCH & LEARN SESSIONS

The Lunch & Learn series is designed to provide additional learning opportunities for busy faculty and staff. This series provides a central location for offering concentrated information on various topics. The sessions are informative yet casual enough for you to enjoy your lunch while learning. To register, call (865) 974-6657.

MEDIATION SERVICES

Problems in communicating are common in most organizations. The mediation process has proven to be an effective means to resolve conflict. We offer confidential mediation services. These services include consultation, facilitation, mediation training, and formal mediation. For more information, contact Mary Lucal, (865) 974-1909

PERFORMANCE CONSULTING SERVICES

At times, either departmental or individual performance fails to meet the mark, and it is difficult to ascertain the root cause for the performance problem. We provide services from consulting and counseling to training and planning, that will identify needs and offer options to address those needs. Follow-up to assess the plan's effectiveness is included. For more information, contact Linda Francisco, (865) 974-8361.

PROFESSIONAL DEVELOPMENT PROGRAMS

The University of Tennessee encourages faculty and staff to take advantage of professional development programs. These programs are designed to empower and enlighten employees who work at all levels. Each class is guaranteed to be a rewarding experience. As an employee of the University of Tennessee, you have the opportunity to take a minimum of 32 hours of classes per year, according to HR128. Our classes may also be offered on-site in your department. For further information on how to bring training to you, call (865) 974-6657.

RECERTIFICATION FOR CPS & CAP

Training classes noted by the CPS symbol and all computer classes will count one point for each hour spent in class toward recertification. Certificates will be given on request.

SPECIALIZED DEPARTMENTAL TRAINING & RETREATS

Let us plan your next staff development retreat or on-site training! We will meet with you to identify needs, prepare activities, and guide all the arrangements to assist in providing continuing staff development for your department. Contact Linda Francisco, (865) 974-8361, for more information.

STRATEGIC PLANNING SERVICES

Does your department have a vision and mission? Do they connect to your strategic plan? If you don't have a strategic plan in place, you may want to avail yourself of our strategic planning facilitation services. A strategic plan is essential to your department's success. Call (865) 974-6657, for more information.

TRAINING ADVISORY GROUP

The Training Advisory Group (TAG) is a system-wide organization that meets biannually to discuss training needs at the campus/unit levels and to prioritize training. Meetings are generally held in April and October in Knoxville. Contact Linda Francisco, (865) 974-8361, for more information.

VOLUNTEER TRAINING PARTNERS

Volunteer Training Partners consists of a group of faculty and staff who are interested in promoting training and development for those who work at the university. If you are interested in becoming a VTP, contact Linda Francisco, (865) 974-8361.

Specialized training is available on a departmental basis.

Call (865) 974-6657 for details!

curriculum

The training and computer courses listed below are organized into topics to help meet individual and departmental planning needs. Employees and their supervisors can work together to develop training plans that support the mutual goals of the employee and the department.

Communication Certification

Introduction to Communication (Prerequisite)
Building a Team: Teambuilding at its Best
Building Conflict Management Skills
Business Communication for Everyday
Communicate Like You Mean it: Developing Assertiveness
Communicating with Credibility & Diplomacy
Communication Skills for Supervisors
Creating a Respectful Workplace
Delegation Skills
Delivering Effective Recognition
Effective Presentation Skills
Emotional Intelligence
Giving and Receiving Feedback
How to Shine at Meetings
Listening Skills
Making Meetings Work
Managing Across Generations
Memo and Business Letter Writing
Myers-Briggs Type Indicator
Nonverbal Communication in the Workplace
Preventing Sexual Harassment
Punctuation Basics
Understanding Some of the Most Common "Hidden" Disabilities
Working with Individuals Who Have Sensory Disabilities

Computer Skills Courses

Access 2007 Level 1, 2, & 3
Acrobat 8.0
Dreamweaver CS3 Level 1 & 2
Excel 2007 Level 1, 2, & 3
Facing Word Fearlessly
Mail Merge
Office 2007 New Features & Updates
PhotoShop CS3 Level 1 & 2
PowerPoint 2007 Level 1 & 2
Publisher 2007
Superchicken: Windows XP
Word 2007 Level 1, 2, & 3

E-Learning Courses

Behavioral Interviewing
Business Grammar Essentials
Business Writing Essentials
Dealing with Conflict in the Workplace
Dealing with Organizational Change
Delegation Skills
Delivering Successful Presentations
Effective Listening Skills
Equal Employment Opportunity
Ethics in Business
Interpersonal Communication Skills for Business
Managing & Working with Difficult People
Managing Diversity & Inclusiveness
Managing Others Through Change
Making Teams Work: Capitalizing on Conflict

Moving into a Management Role
Problem-Solving and Decision-Making for Business
Sexual Harassment
The Successful Facilitator
Working More Effectively—Taking Control of Your Time

IRIS Courses

Approvals
Basic Reporting for Funds
Basic Reporting for WBS Elements
Cash Deposits
Document Tracking
Funds Reservations
Human Resources Transactions
Internal Transfers
Invoices
IRIS Overview
Procurement Cards
Purchasing & Asset Management
Time Entry
Travel

Lunch & Learn Sessions

Bullying in the Workplace
Car Buying 101
Creating a Positive Professional Image
Cross-Cultural Differences
Delivering Exceptional Customer Service
Don't Become a Victim
E-Learning
Estate Planning and Trusts
Investing in Bonds for Income and Diversification
Live Longer Retire Stronger
Long Term Care—Helping—Protect Your Nest Egg
Organize Your Financial Records
Personal Safety
Protecting Yourself Against Identity Theft
Put Your Best Fork Forward—Dining and Business Etiquette Workshop
Secure Your Future: Retirement Strategies for Women
Setting Goals and Achieving Them
Understanding Your Credit Score
Wealth Building Strategies Part I
What You Need to Know about Annuities

Part 1 Certification

Introduction to Supervision (Prerequisite)
Communication Skills for Supervisors
Conquering Workplace Negativity
Creating a Respectful Workplace
Dealing with Change
Decision-Making Skills
Delegation Skills
Listening Skills
Making Meetings Work
Myers-Briggs Type Indicator
Time Management

Part 2 Certification

Leading at UT (Prerequisite)
Building Conflict Management Skills
Compensation Practices
Employment Practices
Environmental Health & Safety Compliance
Fiscal Policies and Budgeting & Accounting Overview
HR Practices
Improving Employee Conduct
Internal Control Overview
Legal Aspects of Management & Supervision
Mediation Skill Building
Performance Review
Preventing Sexual Harassment
Purchasing & Bidding Procedures
Strategic Planning I
Strategic Planning II

Electives for Part 2 Certification

Behavioral Interviewing
Building a Team: Teambuilding at its Best
Career Development for Staff
Communicating with Credibility & Diplomacy
Customer Service Skills for Supervisors
Dealing with Employee Leave Issues
Delivering Effective Recognition
Ethical Challenges in the Workplace
IRIS Approvals
IRIS Overview
Leading Change
Managing Across Generations
Mentoring for Managers
Organizational Culture
Research Compliance
Risk Management
Travel Regulations
"What's My Leadership Style"

Writing

Punctuation Basics
Memo & Business Letter Writing

Course symbols listed below are used throughout Training Pages:



Part 1



e-learning substitution



Part 2



Communication



New course



CPS/CAP recertification class

communication certification

Effective communication skills are vital to the success and growth of every employee of the University of Tennessee. The ability to communicate clearly and effectively with faculty, colleagues, and other university customers is required for today's diverse working environment. In response to campuses' requests, Employee and Organizational Development is excited to be offering a Communication Certification that will teach participants how to communicate effectively. This certification is available to all employees.

Focusing on both written and oral communication, the course offerings build a solid foundation for productive teamwork and essential clear communication skills. To complete this certification, a participant must take 32 hours of training classes including one required course, Introduction to Communication. Classes taken after September 2004 can be applied to this certification.

Frequently Asked Questions:

What do I need to do in order to obtain the certification?

To complete this certification, a participant must take 32 hours of training classes including one required course, Introduction to Communication.

How do I "sign up" for the certification?

When you take the first required course, "Introduction to Communication," you are automatically enrolled in the certification.

Is there a time limit on completing the certification?

No. You may take courses to build your certification for as long as you like.

What if I took some of these classes previously?

Employee and Organizational Development will accept classes within the Communication curriculum beginning September 2004. Courses taken before that time cannot be applied to the certification.

Will these classes count for HR128?

Absolutely! The University of Tennessee strongly suggests that each employee take 32 hours of professional development training per year, and classes under the Communication Certification are applied toward HR128.

Can I take any of these classes online?

Yes. Several classes can be earned through an e-substitution.

What happens when I "graduate"?

A celebration for the Communication Certification will be held annually in May each year. Invitations will be sent out to those employees who have completed the required classes for the certification. Invitations will be sent through departmental mail. Certificates will be given out the day of the celebration. The certificate will be sent through departmental mail if a graduate is unable to attend the celebration.

Whom do I call for more information?

Call Brian Roe at 974-8492, or email broe1@tennessee.edu.

Available Courses:

Introduction to Communication (Prerequisite)
Building a Team: Teambuilding at Its Best *
Building Conflict Management Skills *
Business Communications for Everyday
Communicate Like You Meant It: Developing Assertiveness
Communicating with Credibility and Diplomacy
Communication Skills for Supervisors *
Creating a Respectful Workplace
Delegation Skills *
Delivering Effective Recognition
Effective Presentation Skills *
Emotional Intelligence
Giving and Receiving Feedback
How to Shine at Meetings
Listening Skills *
Lunch & Learn: Managing and Motivating Student Workers
Making Meetings Work *
Managing Across Generations
Memo and Business Letter Writing
Myers-Briggs Type Indicator
Nonverbal Communication in the Workplace
Preventing Sexual Harassment *
Punctuation Basics*
Understanding Some of the Most Common
"Hidden" Disabilities
Working With Individuals Who Have Sensory Disabilities
Writing Effectively *

**Denotes e-class substitutions.*

Note: Curriculum changes in spring 2009



Throughout Training Pages, these classes are denoted with a Communication Certification Star.

part 1 certification



UT LEADERS: LIGHTING THE WAY

With the university's increased commitment to training and developing employees, Employee and Organizational Development implemented certifications. According to results from the Employee Satisfaction Survey, Training Advisory Group, and focus group meetings, we targeted supervisory training as our particular emphasis.

The supervisory training plan has four components with each designated for a specific group of employees.

PART 1: Part 1 is planned for those staff members who desire to become supervisors. The training focuses on self knowledge, communication skills, and supervisory responsibilities. Part 1 consists of 32 hours of training to receive certification.

PART 2: Part 2 training is designed for managers, both new to the organization and those who hold a supervisory or managerial position. Training is delivered during a two-year period with certification being achieved after 68 hours of training. The Part 2 training includes core requirements, technical processes and compliance training, employee and team development, organizational development, and personal and professional development.

An on-line tool kit is available for supervisors. The tool kit will consist of a call list; newsletter for supervisors; job aids for performance review, creating a position, filling a job, interviewing skills, and completing the PDQ; links to person-

nel and fiscal policies and procedures; links to a supervisory online magazine; and training curriculum. Frequently asked questions (FAQ's) are posted.

A supervisory conversation circle for Part 2 participants is being established. For those who desire to be part of the group, Employee and Organizational Development will establish the time and place for the conversation circle to convene.

PART 3: Managerial seminars are targeted for experienced managers and supervisors and are conducted at various locations throughout the state. These seminars will include specific topics of interest to this group. The seminar topic is Stephen Covey's *Seven Habits of Highly Effective People*.

PART 4: Leadership training is the fourth part and consists of two components: faculty leadership for new and newly appointed deans, department heads, and associate and assistant deans and department heads. These programs will be held twice each year at various locations.

The second component of Part 4 will involve one-day workshops and seminars for graduates of the Leadership Institute. These day-long programs will bring graduates together to address challenges in the workplace and to renew their leadership skills.

1 part 1 curriculum

Part 1 is planned for those staff members who are interested in supervision. The training focuses on self knowledge, communication skills, and supervisory responsibilities. This part consists of 32 hours of training to reach certification. Participants start the certification process by taking the initial class: Introduction to Supervision.

Note: Curriculum changes in spring 2009

**Denotes e-class substitutions.*

SUPERVISORY RESPONSIBILITIES

Introduction to Supervision (Prerequisite)*	3 hrs
Creating a Respectful Workplace	3 hrs
Delegation Skills*	3 hrs
Making Meetings Work*	3 hrs

COMMUNICATION SKILLS

Communication Skills for Supervisors*	3 hrs
Conquering Workplace Negativity*	3 hrs
Listening Skills*	3 hrs

SELF KNOWLEDGE

Dealing with Change*	3 hrs
Decision-Making Skills*	3 hrs
Myers-Briggs Type Indicator	3 hrs
Time Management*	2 hrs

Total **32 hours**

part 2 certification



UT LEADERS: LIGHTING THE WAY

Part 2 training is designed for managers, both new to the organization and those who hold a supervisory or managerial position. Training is delivered during a two-year period with certification being achieved after 68 hours of training. The Part 2 training includes core requirements, technical processes and compliance training, employee and team development, organizational development, and personal and professional development. Participants start the certification process by taking the initial class of Leading at UT. The Panel Discussion: Current Issues & Trends in Supervision will be held at graduation of the Part 2 Certification. **Please note: This level of certification is for current UT managers only.**

Core Requirements:

Leading at UT (Prerequisite)	3 hrs	Mediation Skill Building	2 hrs
Building Conflict Management Skills*	3 hrs	Panel Discussion: Current Issues & Trends in Supervision	2 hrs
Compensation Practices	3 hrs	Performance Review	3 hrs
Employment Practices	2 hrs	Preventing Sexual Harassment*	3 hrs
Environmental Health & Safety Compliance	2 hrs	Purchasing & Bidding Procedures	2 hrs
Fiscal Policies and Budgeting & Accounting Overview	3 hrs	Strategic Planning I	3 hrs
HR Practices	3 hrs	Strategic Planning II	3 hrs
Improving Employee Conduct	3 hrs	Supervising a Diverse Work Environment I*	3 hrs
Internal Controls Overview	2 hrs	UT Search Procedures	2 hrs
Legal Aspects of Management & Supervision	3 hrs	Workers' Compensation	3 hrs

2 part 2 curriculum

The following outlines the electives for fulfilling the requirements for Part 2 Certification. You must take at least one course from each of the competency areas.

**Denotes e-class substitutions.*

Note: Curriculum changes in spring 2009

Electives:

I. Technical Processes & Compliance Training

Behavioral Interviewing*	3 hrs
IRIS Approvals	3 hrs
IRIS Overview	3 hrs
Research Compliance	3 hrs
Risk Management	3 hrs
Travel Regulations	3 hrs

II. Employee & Team Development

Building a Team: Teambuilding at Its Best *	3 hrs
Career Development for Staff	3 hrs
Delivering Effective Recognition	3 hrs
Dealing with Employee Leave Issues	3 hrs
Managing Across Generations	3 hrs
Motivation and Retention of Employees	3 hrs
Supervising a Diverse Work Environment II	3 hrs

III. Organizational Development

Leading Change*	3 hrs
Organizational Culture	3 hrs
Mentoring for Managers	2 hrs
Succession Planning	3 hrs

IV. Personal & Professional Development

Communicating with Credibility & Diplomacy	3 hrs
Customer Service Skills for Supervisors	3 hrs
Ethical Challenges in the Workplace*	3 hrs
"What's My Leadership Style?"	3 hrs

Total training time:

53 hours of required courses
15 hours of elective courses

68 hours to achieve certification

training classes

SEPTEMBER

2

LEADING AT UT

Facilitator: Linda Francisco
September 4, 8:30-11:30
Section 50066523

238 Conference Center Building
Prerequisite to Part 2 Certification

The prerequisite class of Part 2, Leading at UT, provides an overview of the importance of leadership skills at UT. This session involves a discussion of key leadership responsibilities and delineates the ways in which leaders are crucial to the university's success. This class is designed for those already in management or leadership positions.

FRAUD PREVENTION AND DETECTION IN HIGHER EDUCATION

Facilitator: Brian Browning
September 10, 9:00-12:00
Section 50066525

218 Conference Center Building
Every day, the media report on large fraud cases that have caught the private sector by surprise. However, it is rare to learn about occupational fraud occurring in higher education environment. The facts are that it does occur. This course will provide the attendee an understanding of fraud, the types of fraud most common in higher education, how they occur, and how to recognize or prevent these acts in your department.



INTRODUCTION TO COMMUNICATION

Facilitator: Brian Roe
September 10, 9:00-11:00
Section 50066526

238 Conference Center Building
You must complete this class before taking other courses in the communication certification. This two-hour course introduces participants to the communications certification. Those who attend will discuss and apply a communications model, understand why communication is important at work and access their own speaking and writing skills.

2

INTERNAL CONTROLS OVERVIEW

Facilitator: Mark Paganelli
September 11, 9:00-11:00
Section 50066527

238 Conference Center Building
Everyone at the university has some responsibility for our internal control structure. This course is designed to assist administrators, faculty, and staff to effectively discharge their responsibilities by understanding and applying internal control concepts. This is accomplished by reviewing the components of internal controls, class exercises, and case studies of actual events at the university.

UNDERSTANDING F&A COSTS

Facilitator: Gail White
September 11, 1:30-4:30
Section 50066529

238 Conference Center Building
This course provides in-depth information regarding Facilities and Administrative (F&A) costs for sponsored projects, including the costs covered by an F&A rate, how and when the rate is applied to sponsored project direct costs, and F&A cost sharing.

LUNCH & LEARN: PROTECTING YOURSELF AGAINST IDENTITY THEFT

Facilitators: Daniel Waters,
Financial Advisor for Wachovia
Securities & Jerry Moore, CFP,
Vice President for Territory Sales
for American Century
Investments

September 12, 11:30-1:00
Section 50066530

238 Conference Center Building
Identity theft is becoming one of the largest growing crimes in the United States. Learn about this unique problem and practical ways to fight back and keep you safe.

Lunch will be provided. Register today to reserve your space in the class!

2 New!

MENTORING FOR MANAGERS

Facilitator: Stefani Mundy
September 16, 9:00-11:00
Section 50066532

238 Conference Center Building
In Greek mythology, Mentor was the friend of Ulysses entrusted with the education of his young son. Today, a wise mentor is viewed as a trusted guide who helps employees forge a career path. This course will display the philosophy of mentorship, how it combines learning with the human need for connection, and the impact of these advising relationships. Participants will learn the roles and tasks of a good mentor and why these guides are pivotal during our time of a multi-generational workforce.



GIVING & RECEIVING FEEDBACK

Facilitator: Brian Roe
September 17, 8:30-11:30
Section 50066533

218 Conference Center Building
Anyone who faces the challenge of having a difficult conversation, such as giving or receiving a critical performance review, confronting disrespectful behavior, or receiving constructive criticism, will benefit from this course. By exposing the preconceptions about the critical conversation, the session will provide tips on how to raise difficult topics, manage emotions, and conduct productive conversations about difficult issues.

2

TRAVEL REGULATIONS

Facilitator: Cindy Stockdale
September 17, 8:30-11:30
Section 50066534

238 Conference Center Building
This course is for those who travel or are responsible for informing employees of travel policy. The course covers travel policy and issues found in travel auditing. It does not cover the entry of travel in the IRIS system.

BUSINESS ETIQUETTE: MORE THAN JUST GOOD MANNERS

Facilitator: Tomi Rogers
September 18, 8:30-11:30
Section 50066535

218 Conference Center Building
Professional etiquette decisions, at times, can be puzzling and the consequences for making an inappropriate decision can have lasting, negative effects. During this session, a variety of etiquette issues will be addressed. Also, guidelines for making proper choices related to etiquette will be provided.

training classes



INTRODUCTION TO SUPERVISION

Facilitator: Stefani Mundy
September 18, 8:30-11:30
Section 50066536

238 Conference Center Building
Prerequisite to Part 1 Certification

E-Learning Substitution: Moving Into a Management Role (19 hrs.)
This three-hour course introduces participants to the UT Leaders Lighting the Way: Part 1 Certification. It is intended for those who are aspiring to be supervisors and will give information to guide them to that goal. In this session, participants will examine the different roles and challenges of the supervisor.



BUILDING A TEAM: TEAMBUILDING AT ITS BEST

Facilitator: Tomi Rogers
September 19, 8:30-11:30
Section 50066537

238 Conference Center Building
E-Learning Substitution: Making Teams Work: Capitalizing on Conflict (16 hrs.)

Everyone talks about teamwork, and nearly every unit wishes for more. Supervisors find quickly that teamwork isn't something that just happens by itself. This session will offer strategies and methods for supervisors to assess the current level of teamwork in their units, to target an optimum level of teamwork, and to encourage and increase specific teamwork behaviors among employees.



COMMUNICATING WITH CREDIBILITY & DIPLOMACY

Facilitator: Therese Leadbetter
September 19, 8:30-11:30
Section 50066538

218 Conference Center Building
Are you ready to stand out in the crowd by advancing your credibility and confidence? Interacting with others using poise and polish will transform communication conflicts into opportunities for cooperation and success. Participants in this course will explore methods of communicating with tact and honesty.

SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE

Cost: \$249
Facilitator: Stefani Mundy
September 23 & 24, 8:30-4:30
September 25, 8:30-4:00
Section 50063553

238 Conference Center Building
Would you like to be more effective in both your work and personal life? Do you wish you could spend more time focusing on the important things, which matter more in the "Big Picture?" Do you wish you could get better results from the hours in your days? Dr. Stephen Covey, author and creator of the Seven Habits program, is recognized as one of 25 Most Influential Americans in TIME magazine. Stephen Covey spent years observing highly effective people and discovered that they tend to have a number of habits in common! Come to this three-day seminar and learn about these seven habits of highly effective people and how to incorporate them into your own life and work. This interactive experience is led by certified Covey instructor Stefani Mundy, who testifies that the program can be life-changing. The \$249 fee covers materials, parking, and breaks. There is a ten-day cancellation policy for this class.

LUNCH & LEARN: UNDERSTANDING YOUR CREDIT SCORE

Facilitator: UT Federal Credit Union
September 23, 12:00-1:00
Section 50066539
237 University Center

What does your credit score mean? Come learn how your credit score is calculated and how that affects you, now, and in the future.



STRATEGIES FOR COMMUNICATING WITH OLDER ADULTS

Facilitator: Magellan Health Services Representative
September 24, 9:00-11:00
Section 50066945

218 Conference Center Building
The aging process impacts the lives of everyone in the individual's circle of family and friends. The emotional, physical and mental changes that go along with the aging process often impacts our communication skills.



LUNCH & LEARN: SETTING GOALS AND ACHIEVING THEM

Facilitator: Andy Johnson, Primerica: A Member of Citigroup
September 25, 11:30-1:00
Section 50066541

218 Conference Center Building
Topics such as setting goals, paying cash for cars and the difference in buying a more expensive or less expensive home will be discussed. Participants will also learn how to achieve goals and why it is important to set them at any age.

Lunch will be provided. Drinks will not be provided for this session. Register today to reserve your space in the class.



HR PRACTICES

Facilitator: Alan Chesney
September 26, 8:30-11:30
Section 50066542

238 Conference Center Building
Learning a little about many things can be scary, but in this case a little bit may be all you need to steer your employees on the right road. This training course will provide managers a broad overview of the university's critical policies and procedures.



DELEGATION SKILLS

Facilitator: Janice Hodge
September 30, 8:30-11:30
Section 50066544

238 Conference Center Building
E-Learning Substitution: Problem-Solving and Decision-Making for Business (18 hrs.)

University employees, especially supervisors, are faced with many decisions during the course of a typical workday. Whether they involve hiring, performance improvement, approving time off, or rearranging office furniture, these decisions may be challenging. This program will provide participants with guidelines for making the best choice in a given situation.

training classes

OCTOBER



PUNCTUATION BASICS

Facilitator: Stefani Mundy

October 2, 8:30-11:30

Section 50066549

238 Conference Center Building

E-Learning Substitution: Business Writing Essentials (9 hrs.)

Do you have difficulty recalling rules regarding grammar and punctuation? Are minor punctuation errors decreasing your credibility? Punctuation Basics is designed for employees that want to brush up on common rules regarding punctuation and general sentence structure. This interactive workshop will contain hands-on exercises, including how to fix a run-on sentence and ways to conquer the most frequently missed comma rules.

2

"WHAT'S MY LEADERSHIP STYLE?"

Facilitator: Linda Francisco

October 2, 8:30-11:30

Section 50066640

218 Conference Center Building

Participants will define leadership styles, complete an inventory to assess their own leadership styles, and apply what they discover to real-life situations. With this information, they will be able to make deliberate choices about the most effective way to lead in different situations.



UNDERSTANDING SOME OF THE MOST COMMON "HIDDEN" DISABILITIES

Facilitators: Teresa Gregory, Lee Ann Rawlins and Sarah Helm

October 3, 8:30-12:00

Section 50066552

238 Conference Center Building

Having a disability does not necessarily mean that an individual uses a wheelchair, an interpreter, or a guide dog. In fact, most of who are registered with the Office of Disability Services have disabilities that are not apparent. Examples include learning disabilities, Attention Deficit/Hyperactivity Disorder, and psychological disabilities. This workshop will give you an opportunity to learn more about these three types of "hidden" disabilities and how they may impact an individual in a learning or work setting. In addition, the presenters will discuss the necessity of a variety of accommodations.



MAKING MEETINGS WORK

Facilitator: Brian Roe

October 3, 9:00-12:00

Section 50066580

605 Hodges Library

E-Learning Substitution: The Successful Facilitator (31 hrs.)

Effective facilitation is key to being an effective supervisor. Leading meetings requires planning, skills, and knowledge. Participants in this program will engage in exercises that will help develop facilitation skills and techniques to outmaneuver meeting stoppers.



PREVENTING SEXUAL HARASSMENT

Facilitator: Marva Rudolph

October 7, 8:30-11:30

Section 50066581

238 Conference Center Building

E-Learning Substitution: Sexual Harassment (6 hrs.)

This class assists participants in determining what constitutes sexual harassment in the workplace and outlines the steps involved to prevent sexual harassment.



LUNCH & LEARN: CROSS-CULTURAL DIFFERENCES

Facilitator: Irina Cozma

October 8, 11:30-1:00

Section 50066585

218 Conference Center Building

This session will increase the awareness of the cultural differences that exists between people from different countries. Participants will recognize the importance of understanding a country/culture before interacting with people from a different country/culture.

LUNCH & LEARN: PERSONAL SAFETY

Facilitator: UT Police Department

October 8, 12:00-1:00

Section 50066586

221 University Center

Realistic safety tips for everyday living are discussed.



EMOTIONAL INTELLIGENCE

Facilitator: Stefani Mundy

October 9, 8:30-11:30

Section 50066587

238 Conference Center Building

In High-IQ professions, what distinguishes the individuals who rise to the top from those who don't? Research indicates that IQ accounts for as little as 20% of the difference between star performers and ordinary employees. This workshop will explore why the remaining 80% is emotional intelligence. Each participant will examine the components of emotional intelligence, look at his/her own emotional intelligence, and then devise a strategy to increase emotional intelligence. The session is based on the theories of Daniel Goleman and others.



LUNCH & LEARN: LIVE LONGER RETIRE STRONGER

Facilitator: Andrew C. Craft, Senior Financial Advisor, AIG Retirement

October 9, 11:30-1:00

Section 50066589

218 Conference Center Building

This session addresses the need for investments to protect retirement nest eggs as life spans and the length of retirement are expanding. Topics covered include:

- Living a longer, happier life
- Sources of retirement income
- Inflation's impact on your retirement
- Funding your retirement

Lunch will be provided. Register today to reserve your space in the class.

training classes

DIRECT COSTING

Facilitator: Gail White

October 9, 1:30-4:30

Section 50066590

238 Conference Center Building

This course provides guidance in determining costs that may be directly charged to Federal sponsored projects. The discussion will include a description of circumstances where it may be appropriate to directly charge expenses which are normally included in the F&A rate.



TIME MANAGEMENT

Facilitator: Stefani Mundy

October 14, 8:30-11:00

Section 50066599

238 Conference Center Building

E-Learning Substitution: Working More Effectively – Taking Control of Your Time (14.5 hrs.)

We all have the same number of hours in the day, but why is it that some people seem to have more? If we could all learn to “eat our frogs,” we may have more time to do the fun and important things in life. This session will provide tips and techniques for managing your time, prioritizing, and getting the most out of every day. Also, four styles of time management will be discussed to help employees work more effectively with each other.



ENVIRONMENTAL HEALTH & SAFETY COMPLIANCE

Facilitator: Chuck Payne

October 15, 9:00-11:00

Section 50066591

238 Conference Center Building

This session provides an overview of the established program to protect the environmental health and safety of the university community. Topics to be discussed include UT’s responsibility, the responsibility of all employees, services available from

the Department of Environmental Health and Safety Services (EHSS), supervisors’ safety responsibilities, supervisors’ safety logistics responsibilities, and improving the safety culture at UT.



LUNCH & LEARN: ORGANIZE YOUR FINANCIAL RECORDS

Facilitator: UT Federal

Credit Union

October 15, 12:00-1:00

Section 50066593

221 University Center

This session will discuss the benefits of getting organized.

Topics covered:

- Why some record keeping systems fail
- How to develop an efficient bill-pay system
- What records to keep and for how long
- How to take home inventory
- What to have handy in case of a natural disaster and where to go for help



DECISION MAKING SKILLS

Facilitator: Tomi Rogers

October 15, 1:30-4:30

Section 50066594

238 Conference Center Building

E-Learning Substitution: Problem-Solving and Decision-Making for Business (18 hrs.)

University employees, especially supervisors, are faced with many decisions during the course of a typical workday. Whether they involve hiring, performance improvement, approving time off, or rearranging office furniture, these decisions may be challenging. This program will provide participants with guidelines for making the best choice in a given situation.



BUSINESS COMMUNICATIONS FOR EVERYDAY

Facilitator: Therese Leadbetter

October 16, 8:30-11:30

Section 50066596

218 Conference Center Building

Would you like to be more effective in communicating with students, faculty and staff? This seminar examines tips and techniques you can use to make the impression you want. Examples include listening skills, non-verbal communication, and public speaking. We'll identify factors which make communication clear or confusing; considerate or inconsiderate; and efficient and/or effective using tools like email, status reports, and the telephone.



CAREER DEVELOPMENT FOR STAFF

Facilitator: Tomi Rogers

October 16, 8:30-11:30

Section 50066597

238 Conference Center Building

One of the most important responsibilities of a supervisor is to assist and support career growth in staff. Professional development and goal setting are essential for effective results. This program will focus on the supervisor’s role in the process of career development for staff, including options offered throughout the university and community.



RESEARCH COMPLIANCE

Facilitator: Brenda Lawson

October 17, 8:30-11:30

Section 50066598

218 Conference Center Building

The purpose of this session is to provide information and guidance to researchers in preparation for human subjects research conducted at

UT. This session is designed to help researchers comply with University of Tennessee policies, procedures, and federal regulations concerning the use of humans in research.



DELIVERING EFFECTIVE RECOGNITION

Facilitator: Therese Leadbetter

October 21, 8:30-11:30

Section 50066601

238 Conference Center Building

Delivering effective recognition is not a skill that comes easily. How does a supervisor acknowledge an employee’s accomplishments fairly and consistently? How can we be sure the message will be received as it was intended? Participants in this session will identify five key factors in delivering employee recognition and learn ways to improve their skills. Three common types of employee recognition will be presented, including meaningful ways to present awards.



COMPENSATION PRACTICES

Facilitator: Mike Herbstritt

October 22, 8:30-11:30

Section 50066602

238 Conference Center Building

This program will cover the overall objectives of UT’s salary administrative program, the difference between exempt and non-exempt positions, position description questionnaires, and position evaluations.

training classes

LUNCH & LEARN: LONG TERM CARE-HELPING PROTECT YOUR NEST EGG

Facilitator: Daniel Waters,
Financial Advisor for Wachovia Securities

October 22, 11:30-1:00

Section 50066603

218 Conference Center Building

This session will discuss (1) long term care- your actual risk, cost, and potential impact; (2) long term care insurance- what is it, what do plans cover, what do policies cost, and is it right for you? (3) group plans, including a review of the current group plan offered for UT employees; (4) alternatives to long term care insurance; and (5) the role of Medicare and Medicaid in long term care planning. This presentation is designed to be informational- no product pushing.

Lunch will be provided. Register today to reserve your space in the class!



LISTENING SKILLS

Facilitator: Brian Roe

October 23, 8:30-11:30

Section 50066604

238 Conference Center Building

E-Learning Substitution: Effective Listening Skills (14 hrs.)

Effective listening is a skill that can be learned. Participants in this session will identify three different listening styles and discuss ways to maximize their own listening skills. Several activities demonstrating effective listening will be used.

2

IMPROVING EMPLOYEE CONDUCT

Facilitators: Alan Chesney & Mike Herbstritt

October 24, 8:30-11:30

Section 50066605

218 Conference Center Building

This program helps participants improve skills in gathering interviews, analyzing discipline problems, and preparing warning notices. Time will be allotted for discussion.

LUNCH & LEARN: PUT YOUR BEST FORK FORWARD-DINING AND BUSINESS ETIQUETTE WORKSHOP

Facilitator: Mary Mahoney

October 24, 11:30-1:00

Section 50066606

238 Conference Center Building

Whether we realize it or not, etiquette skills are used everyday in all types of settings. Understanding the importance of being comfortable and confident in dining and business settings are social skills. These skills are prerequisites to succeeding in the business world. It takes only a few seconds to make a first impression on someone and the rest of your life to undo it if it's a negative one. By learning basic etiquette principles, you will be well on your way to being remembered positively.



CONQUERING WORKPLACE NEGATIVITY

Facilitator: Therese Leadbetter

October 28, 8:30-11:30

Section 50066607

238 Conference Center Building

E-Learning Substitution: Managing and Working with Difficult People (12.5 hrs.)

Are you challenged by a negative co-worker or stuck in a negative work environment? An office or depart-

ment can overcome negativity with some attitude adjustment skills.

This class will focus on the power of a positive attitude in the workplace and identify some techniques to assist with conquering workplace negativity.

OFFICE PROFESSIONALS SUPER SEMINAR

Cost: \$85

Coordinator: Brian Roe

October 29, 8:00-4:00

Section 50055916

4th Floor, Conference Center Building

This all-day seminar is designed for the professional and personal development of office personnel. This seminar provides an excellent opportunity to network with colleagues and focus on your personal and professional goals. Featuring a well-rounded agenda, concurrent sessions offer a variety of topics and activities suitable for both office and accounting personnel. The \$85 fee includes materials, lunch, and parking. Space is limited, so call and reserve your seat today!

2

RISK MANAGEMENT

Facilitator: Judy McGhee

October 30, 8:30-11:30

Section 50066608

238 Conference Center Building

This session will provide a basic overview of risk management. Do you know what to do if you are involved in an automobile accident while driving either a university vehicle or your personal vehicle or a rental vehicle while on university business? Do you know who "volunteers/friends" of the university are and how to register them with the state? Do you know how university property is insured? Do you know how to assist a visitor to the campus who has fallen or been injured? This course will concentrate on the paperwork

and procedures involved in risk management and insurance issues.



CUSTOMER SERVICE SKILLS FOR SUPERVISORS

Facilitator: Tomi Rogers

October 30, 1:30-4:30

Section 50066609

238 Conference Center Building

Customer relations' responsibilities are usually quite clear for those front-line employees who greet the public and answer the phone. But what about the customer relations role of the supervisor? This course, designed for supervisors at any level, will cover ways to solve customer relations problems, guidelines for setting standards, techniques for supporting front-line employees, and the importance of leading by example.



ORGANIZATIONAL CULTURE

Facilitator: Tomi Rogers

October 31, 8:30-11:30

Section 50066610

218 Conference Center Building

All organizations have a defining culture or DNA, a set of descriptions, nuances, and attributes that designate what is acceptable and what is not; what is valued and what is ignored. Effective leaders actively shape the organizational culture – working within its boundaries – rather than fighting against it. Participants will identify key characteristics of their existing cultures and learn techniques for creating a culture conducive to overall success.

training classes



WORKING WITH INDIVIDUALS WHO HAVE SENSORY DISABILITIES

Facilitators: Teressa Gregory & Lee Ann Rawlins

October 31, 8:30-11:30

Section 50066611

238 Conference Center Building

Anyone who would like to work better with individuals with sensory disabilities, such as hearing, speech, or visual disabilities will benefit from this seminar. Topics include effective methods of communication, courtesies, responsibilities, and liabilities when accommodating the needs of people with these disabilities.

NOVEMBER



BUILDING CONFLICT MANAGEMENT SKILLS

Facilitator: Stefani Mundy

November 4, 9:00-12:00

Section 50066612

605 Hodges Library

E-Learning Substitution: Dealing with Conflict in the Workplace (18.5 hrs.)

Conflict occurs whenever we try to get our needs met and someone or something interferes. The good news is that we can improve our ability to manage conflict. Based on Thomas-Kilmann's conflict management model, you will be introduced to different conflict management styles, including your own, and you will learn an effective conflict management model.



LUNCH & LEARN: BULLYING IN THE WORKPLACE

Facilitator: Barry Reeves

November 4, 11:30-1:00

Section 50066615

238 Conference Center Building

Workplace bullying can reduce productivity and the overall well-being of employees. This lunch and learn will discuss what workplace bullying is and how to deter it.

LUNCH & LEARN: WEALTH BUILDING STRATEGIES PART I

Facilitator: Andy Johnson,

Primerica: A Member of Citigroup

November 5, 11:30-1:00

Section 50066616

238 Conference Center Building

Ever wondered why we are not all millionaires? Participants will find out in this session. The class will also cover ways to become debt free. Also, social insecurity and the Rule of 72 will be discussed. Participants will learn where to put their money for emergency purposes too.

Lunch will be provided. Drinks will not be provided for this session. Register today to reserve your space in the class.

RAPE AGGRESSION DEFENSE (RAD)

Facilitator: UT Police Department

November 5, 6, & 7, 12:30-4:30

Section 50066617

UT Police Department

Community Room

The nationally recognized standard in women's self defense programs, RAD offers realistic and hands-on training in a comfortable training environment. This class provides educational information and basic physical skills.

Note: This class is for women only. Please wear athletic shoes and comfortable clothes.



COMMUNICATION SKILLS FOR SUPERVISORS

Facilitator: Suzy Prentiss

November 6, 9:00-12:00

Section 50066774

238 Conference Center Building

E-Learning Substitution: Interpersonal Communication Skills for Business (30 hrs.)

More than other employees, supervisors must possess the best of communication skills to be successful. Topics covered will include methods for encouraging upward communication, listening skills, techniques for disseminating information, strategies for delivering unpopular messages, guidelines for common supervisor/employee meetings, delivering effective feedback, and approaches to maintaining high morale.

LUNCH & LEARN: E-LEARNING

Facilitator: Bruce Delaney

November 6, 12:00-1:00

Section 50066618

218 Conference Center Building

If you like to learn at your own pace then UT's E-Learning may be for you. UT's free computer-based training (CBT) is self-paced, hands-on, web-based courses that are available 24 hours a day, 7 days a week. More than 800 courses on topics include Technology, Managerial, Supervisory, Business Skills, Human Resources, and Workplace Compliance. There is even a course on dealing with difficult people.



LEGAL ASPECTS OF MANAGEMENT & SUPERVISION

Facilitator: Mike Fitzgerald

November 7, 8:30-11:30

Section 50066619

218 Conference Center Building

Managers face rules and procedures of ever-increasing complexity. This program will provide guidance in the consideration and application of state and federal laws and university policies and procedures as they pertain to university employees. Regulations to be discussed will include FMLA, ADA, disciplinary procedures, discrimination procedures, sexual harassment policies and more.

PERFORMANCE REVIEW FOR PERSONAL GROWTH

Facilitator: Mary Lucal

November 7, 9:00-10:00

Section 50066560

238 Conference Center Building

Do you want to get the most out of an upcoming performance review? If you are an employee who would like to learn more about the performance review process and how to participate in it effectively, this class is designed for you.



PERFORMANCE REVIEW

Facilitator: Mary Lucal

November 11, 8:30-11:30

Section 50066561

238 Conference Center Building

Formal performance reviews should be done annually. Come to this session to see how to conduct effective reviews. You will be able to participate in activities developed to provide a painless review process.

training classes

2

DEALING WITH EMPLOYEE LEAVE ISSUES

Facilitator: Mike Herbstritt
November 12, 8:30-11:30
Section 50066562

238 Conference Center Building

This course describes the various types of leave available to university employees. Legitimate uses of leave and abuse of leave will be discussed. Finally, methods to deal with leave abuse situations will be covered.

LUNCH & LEARN: CAR BUYING 101

Facilitator: UT Federal Credit Union
November 12, 12:00-1:00
Section 50066563

221 University Center

In the market for a new or used car? UT Federal Credit Union will host an informational brown-bag session to answer the tough questions that come with purchasing a new or used automobile.

A Credit Union loan officer will cover points such as:

- Educating you on the variety of automobiles available.
- Selecting the right vehicle for your needs and interests.
- Obtaining financing.
- Negotiating a reasonable price
- Closing the deal and taking delivery

2

EMPLOYMENT PRACTICES

Facilitator: Tony Givens
November 13, 9:00-11:00
Section 50066564

238 Conference Center Building

This program covers Employment policies and procedures in Section 100 of Human Resources Policies, including employee categories and designations, the employment of minors, and the process for hiring non-exempt and exempt staff. The session will also cover internal and departmental searches, personnel requisition forms, and exempt and non-exempt search processes.

COST TRANSFERS & CLOSEOUTS

Facilitator: Gail White
November 13, 1:30-4:30
Section 50066565

238 Conference Center Building

This course examines the recent UT's fiscal policy regarding cost transfers on sponsored projects, including timeliness and supporting documentation requirements on federal projects.

New!

LUNCH & LEARN: INVESTING IN BONDS FOR INCOME AND DIVERSIFICATION

Facilitator: Daniel Waters,
Financial Advisor for Wachovia Securities
November 14, 11:30-1:00
Section 50066567

238 Conference Center Building

See how bonds can help you. Learn about the basics of individual bonds (taxable and tax free), how bonds can help generate income from your investment portfolio, and how bonds can provide diversification in your portfolio. This presentation is designed to be informational only.

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DEALING WITH CHANGE

Facilitator: Stefani Mundy
November 18, 8:30-11:30
Section 50066568

238 Conference Center Building

E-Learning Substitution: Dealing with Organizational Change (10.5 hrs.)

Do you wish that everything would just get back to normal? Do you know there are proven techniques to assist you in dealing effectively with change? This three-hour session explores these techniques, which apply to work and home, and will discuss why change management is a skill valued by organizations.

2

FISCAL POLICIES AND BUDGETING & ACCOUNTING OVERVIEW

Facilitator: Chris Cimino
November 18, 8:30-11:30
Section 50066569

Shiloh room, University Center

Many UT supervisors are familiar with our personnel policies governing leave, benefits, and compensation. But the fiscal policies, which guide our use of money, often remain somewhat of a mystery. Attend this course to learn how our fiscal policies are originated, why we have certain policies, and what issues cause the most confusion for employees. This class also provides participants an overview of budget (the university's plan for spending) and an overview of accounting (what the university actually spent). The budget overview will include the funding sources, the external budget process, and the internal budget process. The accounting overview will help participants understand the basic accounting concepts and the accounting reporting process.

New!

BACK TO WORK AFTER HAVING A BABY

Facilitator: Magellan Health Services Representative
November 18, 9:00-11:00
Section 50066945

218 Conference Center Building

This session deals with the transition that mothers go through when they go back to work after having a baby. It shows participants ways to cope successfully with the changes that this event brings to the family. The training is designed to promote discussion and sharing of information among participants, providing up-to-date information that will help working mothers to continue being successful at work and home.

PREVENTING WORKPLACE VIOLENCE

Facilitator: UT Police Department
November 19, 11:00-1:00
Section 50066570

238 Conference Center Building

Information regarding the escalating problem of violence in the workplace will be explored. Topics include identification of traits and characteristics of potentially violent individuals, prevention, and avoidance strategies.

New!

LUNCH & LEARN: DELIVERING EXCEPTIONAL CUSTOMER SERVICE

Facilitator: Barry Reeves
November 19, 11:30-1:00
Section 50066573

218 Conference Center Building

This course details how to target the needs and desires of our customers and what it takes to deliver exceptional customer service.

training classes



ETHICAL CHALLENGES IN THE WORKPLACE

Facilitator: Tomi Rogers
November 20, 8:30-11:30
Section 50066574

238 Conference Center Building
E-Learning Substitution: Ethics in Business (13 hrs.)

As any manager knows, it is sometimes possible to go “by the book” and yet not do what seems to be the right thing. On the other hand, situations arise in which the fairest and most compassionate course of action may violate policy or even break the law. This workshop will address ethical issues that are most likely to affect UT’s managers.



PURCHASING & BIDDING PROCEDURES

Facilitator: Sharon Mount
November 20, 9:00-11:00
Section 50066575

218 Conference Center Building
This course covers all aspects on how to purchase supplies, equipment, and services for your department. General purchasing policies, bid requirements along with types of requisitions, orders, and contracts are just a few things shared in this bi-annual class.



MEETING PEOPLE: A GUIDE TO EFFECTIVE NETWORKING

Facilitator: Brian Roe
November 21, 8:30-11:30
Section 50066577

238 Conference Center Building
Why is it important to meet people? Come to this session to gain an appreciation for networking. During this program, participants will learn strategies to increase opportunities to network and to benefit from those new contacts.



STRATEGIC PLANNING I

Facilitator: Tomi Rogers
November 21, 8:30-11:30
Section 50066678
218 Conference Center Building
Prerequisite for Strategic Planning II.

Perhaps the most important function of any manager is to ensure that all employees share a vision of why their department exists, what its values are, and where it is headed in the future. Can you state your department’s mission? Do all employees in your area agree on the values that characterize the unit? Where will your department be in three years? This class will help increase your knowledge of strategic planning.

DECEMBER



NONVERBAL COMMUNICATION IN THE WORKPLACE

Facilitator: Brian Roe
December 2, 8:30-11:30
Section 50066679

238 Conference Center Building
10%, 30%, 50%. What percentage of communication is the spoken word? You may be surprised how important your non-verbal cues are when communicating. A majority of communication is non-verbal, as it includes posture, eye movement, hand gestures, etc. Learn how to control your non-verbal communication and to interpret what others are saying with theirs.



MYERS-BRIGGS TYPE INDICATOR

Facilitator: Linda Francisco
December 2, 1:30-4:30
Section 50066680
605 Hodges Library

Myers-Briggs helps participants identify their personality types. Once personality types are identified, participants will learn how to gain greater understanding of self and others to create personal and professional effectiveness.



EFFECTIVE PRESENTATION SKILLS

Facilitator: Suzy Prentiss
December 3, 9:00-12:00
Section 50066681
238 Conference Center Building
E-Learning Substitution: Delivering Successful Presentations (14.5 hrs.)

Having a fabulous idea, proposal, or project is only half of the battle. Effectively presenting that project is the other. Learn how to present your topic in an audience-friendly way by effectively communicating your points. Organization and a clear outline are essential to an effective presentation. Simple skills and tricks of the trade can make the difference. Register to learn more.

LUNCH & LEARN: ESTATE PLANNING AND TRUSTS

Facilitators: Daniel Waters, Financial Advisor for Wachovia Securities & David Luhn
December 3, 11:30-1:00
Section 50066682

218 Conference Center Building
Estate planning is not just about taxes, and trusts aren’t just for the wealthy! Learn what estate planning is and how trusts can be used to help you and your loved ones. Topics will include how to create an

effective estate plan, strategies to help preserve your assets, what a trust is and the role it can play in estate planning.

If you have an estate valued over one million dollars, a second marriage, a family business, a child with special needs, or are interested in charitable giving strategies, then this session may be of particular interest to you.

Daniel Waters is a financial advisor with AG Edwards, a division of Wachovia Securities LLC in Knoxville, TN. David H. Luhn is an attorney with the Knoxville law firm of Norton Spangler & Cramer P.C. Mr. Luhn is a member of the Tennessee and Knoxville bar associations, and practices in the areas of probate, estate planning, and business law.

Lunch will be provided. Register today to reserve your space in the class.



STRATEGIC PLANNING II

Facilitator: Tomi Rogers
December 4, 8:30-11:30
Section 50066683
238 Conference Center Building
Strategic Planning I is a required prerequisite.

At its best, strategic planning is an energizing, inclusive exercise that answers crucial questions: What is our organization’s purpose? What are our goals for the future? How might we keep our actions consistent with our purpose and vision? In this class, we will examine a strategic planning model and explore why having a strategic plan is important. We will engage in an exercise that illustrates one way to implement strategic planning to ensure it is a useful, inclusive exercise.

training classes



MEMO & BUSINESS LETTER WRITING

Facilitator: Brian Roe
December 4, 9:00-11:00
Section 50066684
218 Conference Center Building
Detailed, specific, and direct are three essential elements of effective memo and business letter writing. There is an art to providing just the right amount of information not to overwhelm the recipients with useless details or leave them fishing for additional information. Register to learn the basic techniques and secrets for efficient business writing.



BEHAVIORAL INTERVIEWING

Facilitator: Tony Givens
December 5, 8:30-11:30
Section 50066685
218 Conference Center Building
E-Learning Substitution: Behavioral Interviewing (17 hrs.)

Have you ever made a poor hiring decision? Are you concerned with the legal aspects of interviewing applicants? Are you unsure what to ask to gain substantive information on which to base hiring decisions? If you interview applicants, this class is a must for you. Issues such as interview format, applicant testing, ADA issues, and working with HR-Employment in making your hiring decisions will be covered.



CREATING A RESPECTFUL WORKPLACE

Facilitator: Tomi Rogers
December 5, 8:30-11:30
Section 50066686
238 Conference Center Building
Respect is a basic component of a positive work climate. This session will offer practical strategies for creating respectful relationships with co-workers by identifying: (1) essential elements of respect in the workplace; (2) causes of disrespectful behavior in the workplace; and (3) pitfalls to developing respectful relationships in the workplace.



MANAGING ACROSS GENERATIONS

Facilitator: Stefani Mundy
December 9, 8:30-11:30
Section 50066687
238 Conference Center Building
Today's workforce covers four generations, each having different motivations and expectations. This session explores values and characteristics of the Traditionalists, Boomers, Generation Xers, and the Millennials and provides strategies to motivate and manage each generation of employees.

LUNCH & LEARN: DON'T BECOME A VICTIM

Facilitator: UT Federal Credit Union
December 9, 12:00-1:00
Section 50066688
221 University Center
Every year more than 500,000 consumers are victims of identity theft. Don't be one of them! UT Federal Credit Union will conduct a brown bag session to help you avoid becoming a victim of identity theft. It's up to you to protect your own identity.



MEDIATION SKILL BUILDING

Facilitator: Mary Lucal
December 10, 9:00-11:00
Section 50066689
238 Conference Center Building
Mediation is a process by which a neutral third party helps people resolve their differences. It is less adversarial, less expensive (in terms of time and money), and less destructive than many other processes for handling conflict. In this class, you will learn how to use mediation informally with staff and in everyday situations.



WORKING EFFECTIVELY WITH DIFFICULT PEOPLE

Facilitator: Julie Monday
December 10, 8:30-11:30
Section 50066692
218 Conference Center Building
My job would be great if it weren't for the people! We've all thought that at some point...right? Every office has people who don't get along consistently, but learning to work together effectively can make any day at the office more pleasant for everyone. This class will look at what makes a difficult person difficult. Participants will explore ways to identify, manage, and communicate better with those individuals. A difficult person should be seen as an opportunity and, not as an obstacle, on the path to success.

STRESS MANAGEMENT

Facilitator: Tee Ezell
December 11, 9:00-11:00
Section 50066694
238 Conference Center Building
Are you stressed from work or home situations? Attend this workshop to look at alternative ways of coping with stress. We will identify your personal source of stress and current coping mechanisms.

Participants will participate in a one hour Yoga session. Comfortable clothing, a yoga mat, or towel is required.

LUNCH & LEARN: SECURE YOUR FUTURE: RETIREMENT STRATEGIES FOR WOMEN

Facilitator: Andrew C. Craft, Senior Financial Advisor, AIG Retirement
December 11, 11:30-1:00
Section 50066695
218 Conference Center Building
This session focuses on overcoming the financial hurdles specific to women as they plan to invest for the future. The seminar emphasizes the importance of having a personal plan, a sound strategy, and a consistent approach to saving. It provides information to help women of all ages accumulate the money they'll need for a financially secure retirement. Topics include:

- Retirement challenges
- The cost of retirement
- Sources of retirement income
- Investment considerations
- The cost of procrastination
- Financial facts

Lunch will be provided. Register today to reserve your space in the class.

COST SHARING

Facilitator: Gail White
December 11, 1:30-4:30
Section 50066696
238 Conference Center Building
UT has recently implemented a fiscal policy for cost sharing on sponsored projects. This course examines types of cost sharing, allowable cost sharing expenditures, and preferred methods of accounting for cost sharing in IRIS.

training classes



LEADING CHANGE

Facilitator: **Therese Leadbetter**

December 12, 8:30-11:30

Section 50066697

238 Conference Center Building

E-Learning Substitution: Managing Others Through Change (8 hrs.)

Change doesn't simply "happen." People make it happen! To be an effective supervisor, it's important to take a strong role in leading changes rather than simply coping with the change brought about by others. Participants in this workshop will discuss techniques for change management, learn what employees need from their supervisors during times of change, and practice leadership skills essential to imple-

menting change. Topics will include communication strategies, motivation, overcoming doubt and fear, and planning for the future.

MANAGING MULTIPLE PROJECTS

Facilitator: **Stefani Mundy**

December 12, 8:30-11:30

Section 50066698

218 Conference Center Building

Handling several projects can seem like running a race in many directions! At the starting lineup, can you envision the finish line? Do you have the mindset to get there? This course shows participants how to identify major priorities and create a written priority plan. Learning effective ways to leap the hurdles of 1) procrastination, 2) multiple interrup-

tions, and 3) mental stress will set you strides ahead. Join the team as we map a course in multiple project management.



COMMUNICATE LIKE YOU MEAN IT: DEVELOPING ASSERTIVENESS

Facilitator: **Therese Leadbetter**

December 16, 8:30-11:30

Section 50066699

238 Conference Center Building

Stand up and speak out! Learn how to communicate confidently with co-workers and state what you mean clearly. No longer will you be second-guessed or questioned. Be certain your message gets across, and register for this class.



HOW TO SHINE AT MEETINGS

Facilitator: **Brian Roe**

December 18, 8:30-11:30

Section 50066700

238 Conference Center Building

Do you sometimes feel as though you'd rather die than speak in a meeting or in front of a group? If you answered a resounding "yes," you are not alone. Dealing with these emotions can be overwhelming. This session will provide you with guidance on taking control and wowing your audience, regardless of whether you are presenting to your colleagues, a social club, or people you have never before met.

computer classes

EOD is now offering all Microsoft Office classes in the latest version, 2007. Office 2007 helps you quickly accomplish routine tasks. New task-based menus and toolbars automatically display the commands and options you can use, making it faster and easier to find the software features you need.

All computer courses cost \$75 unless otherwise indicated. Please note our cancellation policy on page 3.

EOD is pleased to announce the "Welcome Back" policy for computer classes. If you take any of our computer classes, you can repeat the same class within six months for free on a space-available basis. This is course and level specific because you are required to bring the manual you received in the first class.

ACCESS 2007 LEVEL 1

Prerequisite: An understanding of Windows

This class introduces the basic skills necessary for using Access. It includes tasks to explore Access and create, work with, and edit tables. Participants will also learn how to find, filter, print data, create relationships, create, modify, and use simple queries, as well as create, modify, and use simple forms.

September 8 & 9, 8:00-12:00

50066643

October 8 & 9, 8:00-12:00

50066644

November 3 & 4, 8:00-12:00

50066646

ACCESS 2007 LEVEL 2

Prerequisite: Access 2007 Level 1 or equivalent experience

This class introduces more advanced features of tables and queries in Access. It includes tasks to modify tables, set field properties, use operators in queries, design advanced queries, and create action queries. Participants will also learn how to use advanced query wizards, importing and exporting data, printing a relationship report, compacting a database, backing up a database and advanced database features.

September 24 & 25, 8:00-12:00

50066647

October 20 & 21, 8:00-12:00

50066648

November 19 & 20, 8:00-12:00

50066649

ACCESS 2007 LEVEL 3

Prerequisites: Access 2007 Levels 1 and 2 or equivalent experience

This class introduces students to the more advanced features in Access. Tasks include using charts, subforms and subreports, other form techniques, and ActiveX controls. Participants will also learn how to work with indexes, replicate databases, use Access and the Internet, macros, and database security.

October 30 & 31, 8:00-11:30

50066650

December 4 & 5, 8:00-11:30

50066651

ACROBAT 8.0 ~ \$100

Prerequisite: An understanding of Windows

In this course, you will use Adobe Acrobat 8.0 to make your information more portable, accessible, and useful to meet the needs of your target

computer classes

audience. Participants will use different applications such as Microsoft Word or Excel to create files in PDF format, which is useful when you are required to share your information electronically by email, over a network, or on the web. Recipients can view, print, and offer feedback. Also covered is the creation and use of interactive forms.

October 20 & 21, 1:00-4:00
50066652
December 2 & 3, 1:00-4:00
50066803

DREAMWEAVER CS3 LEVEL 1

Prerequisites: Experience with Windows Operating Systems and familiarity with Web technologies

This class covers getting started with Dreamweaver, creating a website, adding design elements to web pages, working with links, working with frames, and uploading a website.

September 10 & 11, 8:00-12:00
50066804
October 22 & 23, 8:00-12:00
50066805
November 24 & 25, 8:00-12:00
50066806

DREAMWEAVER CS3 LEVEL 2

Prerequisite: Dreamweaver Level 1 or equivalent experience

This class covers working in code view in Dreamweaver, formatting styles sheets, creating an effective user-navigation interface, working with AP elements, automating tasks, creating forms, authoring with XML-based data, and integrating other applications with Dreamweaver.

October 6 & 7, 1:00-4:00
50066807
December 8 & 9, 1:00-4:00
50066808

EXCEL 2007 LEVEL 1

Prerequisite: An understanding of Windows

This class introduces the basic skills necessary for productive development of workbooks. It includes tasks to explore Excel, use basic workbook skills, and work with ranges. Participants will also learn how to create simple formulas, copy and move data, how to print worksheets, and use page setup. Also covered is formatting numbers, text, working with columns and rows, autoformatting, and styles.

September 4 & 5, 8:00-12:00
50066809
October 16 & 17, 8:00-12:00
50066811
November 11 & 12, 8:00-12:00
50066813

EXCEL 2007 LEVEL 2

Prerequisite: Excel 2007 Level 1 or equivalent experience

This class covers the features to manage data, worksheets, and workbooks. It includes tasks such as using large worksheets, working with multiple worksheets, and managing data, worksheets, and files. The student will also learn how to use ranges, other advanced functions, filter data in a list as well as creating, formatting, and modifying charts. Additional topics include using shapes and Smartart, creating an HTML file, and working with comments.

September 18 & 19, 8:00-12:00
50066814
October 28 & 29, 8:00-12:00
50066815
November 17 & 18, 8:00-12:00
50066816

EXCEL 2007 LEVEL 3

Prerequisites: Excel 2007 Levels 1 and 2 or equivalent experience

This class introduces using a worksheet as a database and importing

data. It includes tasks to work with labels in formulas and work with outlines, databases, and data forms. Participants will also learn how to work with advanced filters and charting, use list features, grouping worksheets, linking numbers from one sheet to another, and export and import data.

October 6 & 7, 8:00-12:00
50066817
December 8 & 9, 8:00-12:00
50066848

FACING WORD FEARLESSLY ~ \$50

Prerequisite: Working knowledge of word processing

Are you an experienced word processor but frustrated by some aspects of Microsoft Word? Are you annoyed when Word changes what you type? Feel you are missing some of the basics of Word, but don't need a beginning level course? Then Facing Word Fearlessly is the right course for you! In this four-hour course, we will cover character, paragraph, and page formats, indents, tabs, merge, sections, styles plus any other topics you are curious about. Bring any file you are having problems with to this course.

October 1, 12:30-4:30
50066818
December 17, 8:30-12:30
50066819

MAIL MERGE ~ \$50

Prerequisite: Working knowledge of word processing

Mystified by Mail Merge? Have you done merging in a previous word processing product, but don't understand the process in Microsoft Word 2007? Then Mail Merges is the right course for you! Merge data from an Access database, Excel spreadsheet, or word processing file. Bring questions or files for use in class.

September 30, 9:00-11:00
50066820
December 16, 12:30-2:30
50066821

OFFICE 2007 NEW FEATURES & UPDATES

Prerequisite: An understanding of Windows

Office 2007 is a complete business system that simplifies the challenges of today's workplace. It enhances your ability to increase effectiveness and streamlines everyday processes to reduce manual and unnecessary steps. The class focuses on what's changed and what's new in Office 2007.

October 1, 8:00-12:00
50066822
December 15, 12:30-4:30
50066823

PHOTOSHOP CS3 LEVEL 1

Prerequisite: Basic understanding of computer's operating system.

This class covers exploring the Photoshop environment, working with image areas, working with layers, enhancing images, saving images for web and print, and managing assets with Adobe Bridge.

September 22 & 23, 1:00-4:00
50066824
October 28 & 29, 1:00-4:00
50066825
November 17 & 18, 1:00-4:00
50066826

PHOTOSHOP CS3 LEVEL 2

Prerequisite: Photoshop Level 1 or equivalent experience

This class covers masking and clipping layers, masking with vector paths, enhancing photographs, creating special effects, working with video files, and automating tasks.

September 30, 12:30-4:30
50066827
December 10, 12:30-4:30
50066828

computer classes

POWERPOINT 2007 LEVEL 1

Prerequisite: An understanding of Windows

This class introduces the skills necessary to use PowerPoint. It includes tasks on exploring PowerPoint, getting help, using basic presentation skills, and working with presentations. Participants will also learn how to use the outline tab, edit and proof text, and print. Also included are formatting bullets and numbers, using slide sorter view, using graphic images, working with drawing objects, and using slide show view.

September 16 & 17, 1:00-3:30

50066831

October 8 & 9, 1:00-3:30

50066832

November 24 & 25, 1:00-3:30

50066833

POWERPOINT 2007 LEVEL 2

Prerequisite: PowerPoint 2007 Level 1 or equivalent experience

This class covers working with the various editing tools to create effective presentations. It includes tasks such as creating basic charts using Smartart, inserting a photo album, creating and using tables, customizing presentations, editing presentation masters, notes masters, and handout masters, and adding special effects. Participants will also learn how to set up and expand a slide show, presenting to a wider audience, and exporting outlines and slides.

September 2 & 3, 1:00-3:30

50066834

November 3 & 4, 1:00-3:30

50066835

PUBLISHER 2007

Prerequisite: An understanding of Windows

This class covers the design and creation for business publications. Learn to use new wizards, such as the Easy Web Site Builder and the E-Mail Newsletter wizard. Learn to

create print publications, including brochures, newsletters, postcards, CD or DVD labels, and other publications. Learn how to design personal publications using an expanded collection of templates, including personal stationery sets and professionally designed greeting cards and invitations. Automatically create a publication that merges pictures and text from a data source (like Microsoft Excel or Microsoft Access), using Catalog Merge to create publications ranging from a datasheet to a sophisticated catalog.

September 8 & 9, 1:00-4:30

50066829

December 15 & 16, 8:00-11:30

50066830

SUPERCHICKEN: WINDOWS XP

Are you a little hazy about where files are located? About how to copy or transfer files? Windows Explorer seem mysterious? Come to the Windows Superchicken class! We will learn to create files, backup files, explore the desktop, work with my computer and windows, use toolbars, create folders, use search and the recycle bin, use the taskbar, accessories, the start menu, and internet explorer. Plus, bring any questions you can think of!

October 14 & 15, 1:00-4:30

50066836

December 10 & 11, 8:00-11:30

50066837

WORD 2007 LEVEL 1

Prerequisite: An understanding of Windows

This class provides an introduction to Word for Windows. Participants will explore Word 2007, use basic document skills, and work with document views. Students will also learn how to use basic text editing, check spelling and grammar, and print Word documents. Also included are using section breaks, indenting paragraphs, formatting with document themes, setting tabs, using

numbers and bullets, and working with headers and footers.

September 2 & 3, 8:00-12:00

50066838

October 2 & 3, 8:00-12:00

50066839

November 5 & 6, 8:00-12:00

50066840

WORD 2007 LEVEL 2

Prerequisite: Word 2007 Level 1 or equivalent experience

This class covers many of the features that can make everyday tasks quicker and easier. Participants will learn how to insert dates and symbols, work with AutoFormat and tables, edit a table, and apply borders and shading. Participants will also learn how to work with drawing objects, insert graphics, use Smartart, use autocorrect, use and create a template, use the research task pane, and use charts and diagrams.

September 16 & 17, 8:00-12:00

50066842

October 14 & 15, 8:00-12:00

50066843

November 13 & 14, 8:00-12:00

50066844

WORD 2007 LEVEL 3

Prerequisites: Word 2007 Levels 1 and 2 or equivalent experience

This class covers advanced features of Word. Tasks include using mail merge, merging mailing labels and directories, sorting table data, and using formulas in tables. Students will also learn how to import Excel worksheets, work with lists, use forms, create and use macros, protect a document, create a table of contents, index, and cross reference.

September 22 & 23, 8:00-12:00

50066845

December 2 & 3, 8:00-12:00

50066846

Top 10 E-Learning Courses for 2008

It's not unusual for folks that are getting started with UT's e-learning courses to ask "what are the most popular courses?" If you're curious, here's the current list of the top 10 courses for 2008.

1. Getting Started with Excel 2007
2. Manipulating and Formatting Data and Worksheets
3. New Features for End Users in Microsoft Office 2007
4. The Fundamentals of Networking
5. Difficult People in the Workplace
6. Creating and Designing a Project
7. Getting Started with Access 2003
8. The Basics of Listening
9. Basic Features of Excel 2003
10. Behavior: Putting Your Best Foot Forward

UT has a university wide license for unlimited access to more than 800 e-learning courses (<http://oit.utk.edu/cbt>). They are free for the UT community and can be used to help meet UT's HR 128 training requirement.

iris classes

IRIS courses are held in Room 150 Conference Center Building.

APPROVALS

Prerequisite: None
Frequency: Monthly

This class covers how to complete on-line approvals in IRIS for both financial transactions and time entry.

September 30, 1:30-4:30
50066046

October 28, 1:30-4:30
50066047

November 20, 8:30-11:30
50066048

BASIC REPORTING FOR FUNDS

Prerequisite: Valid User ID, one month's experience using IRIS
Frequency: Every other month

This class is an introduction to basic financial reporting for those who are new to reporting in the IRIS system. It covers how to run, print, and read three of the most basic departmental financial reports: the department ledger reports (ZDEPT_LEDGER and ZE_LEDGER), the annual budget versus actual report (ZFM_BCS001B), and an actual line item report (FMRP_RFFMEP1AX – All Postings). You MUST have a valid user ID for the IRIS Production system AND know your cost center or WBS element number to participate in this class. Also, to get the greatest benefit from the class, you should wait to take the class until you have had at least a month's experience using the IRIS system.

September 11, 8:30-11:30
50066049

November 11, 8:30-11:30
50066050

BASIC REPORTING FOR WBS ELEMENTS

Prerequisites: Basic Reporting for Funds, Valid User ID, one month's experience using IRIS
Frequency: Every other month

This class is an introduction to basic reporting for WBS elements for those who are new to reporting in the IRIS system. Among the information covered is how to read the department ledger report (ZDEPT_LEDGER) based on the type of WBS element, the overall budget versus actual report (ZFM_BCS002B), and the WBS element line item report (CJ13). Also included are the WBS Element Master Data Overview – Restricted Report (ZPS_WBS_RESTRICTED), which provides master data information on the WBS element, and the Overspent Sponsored Projects Report (ZFOVER001). You MUST have a valid user ID for the IRIS Production system AND know your WBS element number to participate in this class. Also, to get the greatest benefit from the class, you should have taken the Basic Reporting for Funds class and have had at least a month's experience using the IRIS system for WBS elements.

September 18, 8:30-11:30
50066051

November 20, 1:30-4:30
50066052

CASH DEPOSITS

Prerequisite: IRIS Overview
Frequency: Monthly

This class covers how to enter bank deposit information in IRIS.

September 4, 1:30-4:30
50066128

October 2, 1:30-4:30
50066129

November 6, 1:30-4:30
50066130

DOCUMENT TRACKING

Prerequisites: Valid User ID, one month's experience using IRIS
Frequency: Every other month

This class covers how to track all types of documents in IRIS, including requisitions, purchase orders, parked documents, posted documents, workflow documents, rejected documents, budget revisions, and time entries. You must have your own IRIS user ID and password to participate in this class. Also, you must have been an IRIS user for at least one month. To get the greatest benefit from the class, you should bring several of your own document numbers with you, including a requisition number.

September 16, 1:30-4:30
50066131

November 11, 1:30-4:30
50066132

EFFORT CERTIFICATION REPORTS

Prerequisite: None
Frequency: Twice/year

This class is designed for the staff who either enter monthly certification information for their department or who are the central contact person to help faculty, staff, or students enter their personal ECRs. The class covers the basics of how to enter the information and also some of the policy involved.

September 16, 9:00-11:00
50066133

FUNDS RESERVATIONS

Prerequisite: IRIS Overview
Frequency: Quarterly

This class covers how to interpret funds reservations on reports and how to use funds reservations to help manage the balances of WBS elements and cost centers.

October 9, 8:30-11:30
50066134

HUMAN RESOURCES TRANSACTIONS

Prerequisite: IRIS Overview
Frequency: Monthly

This class covers how to enter termination, pay/funding change, and additional pay requests in IRIS for both biweekly and monthly employees. So far these electronic transactions are significantly shortening the amount of time that it takes to go from "filling out the form" until final entry into the employee's personnel record. In many cases these transactions are completing the approval process through final entry in only one day.

September 17, 8:30-11:30
50066340

October 15, 8:30-11:30
50066341

November 5, 8:30-11:30
50066342

INTERNAL ORDERS

Prerequisite: IRIS Overview
Frequency: Twice/year

This class covers the use of internal orders in IRIS. Internal orders can be powerful tools for managing funds within cost centers or WBS elements. Topics include creating and managing internal orders, reporting on internal orders, and the posting and/or re-posting of IRIS transactions to internal orders.

September 3, 8:30-11:30
50066135

INTERNAL TRANSFERS

Prerequisite: IRIS Overview
Frequency: Monthly

This class covers entering internal transfers (formerly known as transfer vouchers) in IRIS. This class covers how to move expenditures from one cost center or WBS element to another cost center or WBS element. Topics covered include internal transfers, which are used to move operating expenses (FB50)

iris classes

and salary transfer vouchers (STVs), which are used to move salary expenditures (ZPSTV000).

September 17, 1:30-4:30
50066136
October 23, 1:30-4:30
50066137
November 19, 1:30-4:30
50066138

INVOICES

Prerequisite: IRIS Overview
Frequency: Monthly

This class covers entering invoice (FB60 and MIR7) and credit memo information in IRIS.

September 24, 1:30-4:30
50066139
October 22, 1:30-4:30
50066140
November 18, 1:30-4:30
50066141

OVERVIEW OF IRIS

Prerequisite: None
Frequency: Monthly

This class is for those who are new to IRIS. It includes an introduction to the IRIS training materials and instructions on how to navigate in the system and how to search for and display information. It does not teach specific IRIS transactions but provides the user with the skills needed when beginning to use IRIS and for taking other IRIS courses. The Overview is the prerequisite to all other regularly-scheduled IRIS classes (except the Approvals class).

September 9, 1:30-4:30
50066142
September 23, 1:30-4:30
50066143
October 7, 1:30-4:30
50066144
October 21, 1:30-4:30
50066145
November 4, 1:30-4:30
50066146
November 18, 8:30-11:30
50066147

PAYROLL ENCUMBRANCES

Prerequisite: IRIS Overview
Frequency: Twice/year

This class covers how to interpret the reports and manage the encumbrances. The payroll encumbrance system will affect the balances of your WBS elements as well as your cost centers.

September 18, 1:30-4:30
50066148

PROCUREMENT CARDS

Prerequisite: IRIS Overview
Frequency: Monthly

This class covers how to reconcile the monthly procurement card statements in IRIS.

September 11, 1:30-4:30
50066149
October 9, 1:30-4:30
50066150
November 6, 8:30-11:30
50066151

PURCHASING & ASSET MANAGEMENT

Prerequisite: IRIS Overview
Frequency: Monthly

This class covers how to complete purchase requisitions in IRIS and create asset records for equipment.

September 25, 1:30-4:30
50066152
October 16, 1:30-4:30
50066153
November 13, 1:30-4:30
50066154

TIME ENTRY

Prerequisite: IRIS Overview
Frequency: Monthly

This class covers how to enter absence and attendance information in IRIS for both biweekly and monthly employees.

September 9, 8:30-11:30
50066158
October 7, 8:30-11:30
50066159
November 4, 8:30-11:30
50066160

TRAVEL

Prerequisite: IRIS Overview
Frequency: Monthly

This class is an introduction to the IRIS Travel System. It is a full-day class with instruction in the morning and lab exercises in the afternoon. The morning segment covers how to enter Travel Requests (authorizations) and Travel Expense Reports (reimbursement requests) in IRIS. The topics to be covered include initial settings in IRIS for using the TRIP transaction; entering a basic Travel Request and Travel Expense Report; adding comments, additional destinations, and alternative cost assignments; and information on how to handle expense per diems and individual expense receipt types, and how to complete travel documents for guest travelers and group travel. The session also includes instruction on how to resubmit a revised Travel Expense Report, handle a rejected or adjusted Travel Expense Report, find out the status of the reimbursement payment, and request a personnel number for a guest traveler. The morning segment will be hands-on with the students following along with the instructor. Afternoon time will allow for additional hands-on experience with class exercises and examples of specific travel issues.

September 10, 8:30-4:30
50066161
October 8, 8:30-4:30
50066162
November 12, 8:30-4:30
50066163

Functions of EOD Waiting Lists

If a particular class you are interested in is at full capacity, please contact Employee & Organizational Development at (865) 974-6657 to add your name and phone number to the waiting list.

Class Participant Cancellation

In the event a participant cancels from attending a training class, someone from our office will contact you up to one day before the class starts if space is available.

Priority Registration

If your name is listed on the waiting list, you will automatically receive an opportunity for priority registration if there are no cancellations that allow you to attend. Someone will contact you before regular registration opens and Training Pages is distributed.

Creation of Additional Classes

Contacting EOD to add your name to the waiting list of the class you are interested in notifies our staff of the demand for additional training classes. Our department will consider creating an additional class to accommodate the demand. In the event an additional class is created, we will notify you by offering priority registration.

-EOD Staff

TRAINING

PAGES