

UNT System Business Service Center
Training & Development Catalog
(by Audience)



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General Employee Sessions

The Art of Communication: This class will focus on the communication process and the role it plays in customer service. We will discuss the communication process, barriers and obstacles, the value of first impressions, open vs. closed-ended questions, and other key points that define artful communication. By the end of this session, you should have identified at least one or two situations in which you can improve your communication and develop a plan of action to incorporate these improvements. **Facilitated by HSC Organizational Development Team.**

Benefits Part I: Benefits Basics: This session will focus on different aspects of the University's medical benefits plan along with basics of the Blue Cross Blue Shield wellness program.

Benefits Part II: Making the Most of Your Benefits: This session will focus on the many different optional benefits available to employees including long term disability, short term disability, long term care, flexible spending accounts and supplemental life insurance. This session will also provide detailed information about the Blue Cross Blue Shield personal health manager.

Business Communication: This session will focus on the various aspects of business communications. It will provide guidance on effective communication at work via email and phone conversations. The session will explore how to use positive phrasing and tips on recovering from a communication blunder.

Business Ethics: This session is offered online via the [State Office of Ethics](#) website. The online training covers the basics of business ethics and addresses business implications of ethical decision making. Topics include issues such as ethical dilemmas, bribery, conflict of interest and whistle blowing. To get credit for completion simply print the certificate at the end of the session and send it to Human Resources Attn: Training.

Business Etiquette/ Professionalism: Successful completion of this course will increase your knowledge and ability to: use basic courtesy and manners, practice common business etiquette to build relationships, interact in a respectful manner with coworkers, and implement strong business communication skills and cubicle etiquette to maintain professional relationships.

Coping with Change: This session focuses on understanding the change cycle and applying positive approaches for coping with change. Participants will learn to recognize change related stress and to evaluate typical attitudes toward change.

Customer Service Basics: This session outlines several key areas where customer service typically suffers and provides guidance on how to handle situations more effectively. Topics of discussion will include: A Customer's Basic Needs, the dimensions of customer service, customer service on the phone, and handling angry customers.

Effective Communication: Participants in this session will learn skills to enhance communication by: improving listening skills, building rapport, understanding non-verbal messages, and understanding how to communicate in difficult situations.

Emotional Intelligence: Participants in this session will learn about emotional intelligence based on Goleman's model. Focus will be placed on the personal and organizational impacts of emotional intelligence.

Employee Self Service: Employee Self Service is a great resource for managers to view their employees' information including training and personal information. This new functionality has training resources embedded in EIS for your convenience. To access the training log into [MyUNT](#), click on the Human Resources tab and follow the link under Learning Resources or click this link [UPK](#).

FERPA Training: All employees requesting access to SIMS (Student Information Management System) are required to have training in the Family Educational Rights and Privacy Act of 1974, as Amended (FERPA). Information can be found online at <http://www.unt.edu/ferpa/index.html>.

Financial Seminars: The financial seminars provide a variety of financial information to help employees understand the basics of investing. Different financial providers facilitate each session.

Building a Portfolio for Any Weather will help participants learn the principles of asset allocation, determine estimated need in retirement, and understand the value of diversification including risk/return. Participants will learn the principles of building an investment strategy and the differences between asset classes. **Presented by Fidelity**

The Cash Management Seminar is ideal for those just getting started as well as for individuals who may benefit from ideas on how to better manage their day-to-day financial resources. Topics covered include: how to assess your current financial situation, budgeting tips, setting up an emergency fund, managing credit cards and steps to increased savings. **Presented by Valic**

Tax- Smart Ways to Save and Invest explains concepts of how employees can keep more of what they earn. It will assist employees in developing strategies that will help them minimize taxes and make the most of their savings. This session will help participants understand: individual tax rates, effective withholding strategies, budgeting and debt management, and tax-favored savings products. Which are the best ones to meet your needs? This seminar also teaches participants how a supplemental retirement plan offers an easy, affordable and tax-

deferred way to accumulate the additional assets they may need to adequately support a longer life span. **Presented by TIAA-CREF**

Your Number and Your Employer Sponsored Retirement Plan is the amount an individual needs to save in order to generate the desired level of income in retirement. The presentation will show participants how to look at all of their potential retirement income sources and put a plan in place today for a successful retirement. **Presented by ING**

Handling Difficult Conversations: Most people have had to deliver a difficult message to someone at work. The conversations may be with peers, supervisors or direct reports. This session will provide guidance on how to effectively handle these difficult conversations. Participants will learn: basic communication skills, the basics of active listening, how to deal with the three conversations that occur in conflict, and what University resources are available to help.

Interview Skills & Networking: This session is designed to provide skills that may be necessary to find your next great job here at UNT. It will provide tips on: preparation for the interview, questions to expect, questions to ask, behavioral interviewing techniques, and pitfalls to avoid. There will also be discussion around the importance of networking.

Listening Skills: One of the most important parts of communication is listening. People have the tendency to only partly listen while someone is talking because they are too busy thinking of their response. This session will help participants learn how to actively listen to help improve communication. The session outlines the four steps for active listening, contrasts listening and hearing, provides guidance on barriers to listening, and highlights some bad habits to overcome.

Mentoring: Mentoring is a developmental relationship that provides recipients with growth, knowledge and skills to prepare them for greater opportunities in the future. This session outlines the process of a mentoring relationship, discusses the benefits and roles and reviews possible pitfalls in a mentoring relationship.

Planning Your Future: This program will provide all faculty and staff the opportunity to get information about planning for their retirement. Held once a year, these sessions answer questions that will help employees plan for their future and will provide important information so employees can make informed choices about planning for retirement. This is a full day conference.

Positive Approaches to Resolving Conflict: Conflict is a natural part of life and work. Conflict is actually very important to developing new ideas and new ways of thinking. This session focuses on how to effectively manage conflict in a positive manner. Topics will include: causes of conflict, benefits of conflict resolution, methods for resolution, and steps in the conflict resolution process.

Preventing Sexual Harassment: This session will define sexual harassment and provide participants with appropriate and effective means of dealing with sexual harassment in the workplace. Attendees will learn how to prevent this type of behavior by creating and maintaining a respectful workplace. **This session is presented by the Office of Equity and Diversity.**

Project Management: This session will provide a basic overview of project management concepts and general guidance on project management resources at UNT. Some of the questions answered will be: What is project management? Why is it important? Are there generally accepted standards? Where do I find those? What is a project? How can I be successful as a project manager? **This session is presented by CITC.**

Resume & Cover Letter Building: This session is designed to provide skills that may be necessary to find your next great job here at UNT. Participants will learn: the content areas of a resume, the importance of appearance & mistakes, how to outline accomplishments most effectively and types of cover letters to consider.

Self-Discipline/ Anger Management: Choosing Healthy Options for Your Anger: Managing one's own anger is an important skill in life and at work. This session will provide participants with tips on how to manage anger effectively. Ideas are discussed about how to harness anger for positive life change as well as the emotional, cognitive and psychological components that frame the anger pathway.

Social Networking: Friend or Foe?: This session is designed for all employees. It explores how social networks affect the workplace and provides tips on how to stay safe from the potential personal and professional perils that can lie in wait. Participants will also learn what UNT policies relate to use of social networks in the workplace.

Stress Management: This seminar provides information on the different sources and causes of stress and provides various techniques to help participants managing stress that they encounter.

Teamwork- Employees: This session provides an outline for effective teamwork. This session will: focus on what employees can do to make their team effective, help define team roles, and work through scenarios on how to handle difficult situations.

Time Management: This session is for anyone who is interested in learning how to manage his/her time better. Participants will explore some of the most common time drainers at work and how to overcome them.

Top Notch Customer Service: This session will cover how customer service is linked to the campus community and student retention. Topics will include: qualities of excellent

customer service, tips on language use and problem solving in customer service settings, handling phone calls and dealing with complaints.

Administrative Training

Cash Handling: Offered by **UNT Student Accounting and University Cashiering Services**, this program covers the procedures for preparing departmental deposits, cash handling, credit card deposits and the reallocation process. This is a 2-hour course.

Completing I-9s Error Free: Baffled by I-9s? This session will provide participants with a working knowledge of how to fill out I-9s correctly and hassle free. Topics will include overall compliance requirements and identify some of the most common errors made. Participants will also learn how to take the guesswork out of which documents are acceptable. This session is available only for designated I-9 authorizers and available via Blackboard Vista. To participate in this session as an I-9 authorizer contact Human Resources at x4240.

Employment Waiver Seminar: This training session is for all new or current staff members who are responsible for completing Employment Waivers for professors, TA's, TF's, and RA's. Requirements for an Employment Waiver will be covered, along with a Q&A session. **Presented by UNT Student Accounting and University Cashiering Services.** This is a 1-hour course.

Hiring with PeopleAdmin: PeopleAdmin is the applicant tracking system utilized by the University for hiring staff positions. Participants will learn how to navigate the system and utilize the applicant tracking program effectively and efficiently.

Payroll Forms: These sessions will cover the forms used for authorizing and removing employees from the payroll for salaried, hourly, and task appointments.

Part I: This session focuses on how to accurately fill out the HRM 4&5 to start the job posting process, how to order and complete the HRM6 for any position/employee changes, and how to complete the HRM9 and HRM12 for a lump sum payment or summer payroll appointments.

Part II: This session focuses on how to accurately fill out the HRM7 for non-student hourly employees, the HRM8 for student employees & the HRM11 for task payments.

Timekeeper Training- UPK: This training is provided via UPK (User Productivity Kit) which takes participants through the timekeeping process. The UPK provides guidance on how

to successfully execute timekeeper responsibilities including: timesheet management, entering time in EIS, tracking leave, managing exceptions and requesting reports. Click this link to view the [UPK](#) training.

Supervisor/ Manager/ Leader Training

Americans with Disabilities Act as Amended: This course is designed to provide attendees with information about the ADA and how to manage applicant and employee requests for accommodations. It also provides information about the recent ADA Amendments Act defining the changes to this law.

Behavioral Interviewing: This session will help participants understand the basics and benefits of behavioral interviewing. Topics will include how to: identify competencies, understand the STAR process of drilling down in the interview, and evaluate the candidates responses to help make a hiring decision confidently.

Business Etiquette/ Professionalism: Successful completion of this course will increase your knowledge and ability to: use basic courtesy and manners, practice common business etiquette to build relationships, interact in a respectful manner with coworkers, and implement strong business communication skills and cubicle etiquette to maintain professional relationships.

Coaching Student Employees to Achieve Peak Performance: This session will include information on setting expectations for student workers, providing feedback, and establishing boundaries. **Presented by the staff of the UNT Career Center.** This is a 3-hour course.

Complaint & Grievance Process: This session outlines the basics of the complaint & grievance process and what a leader can expect in working through an employee complaint or grievance. The session outlines the policy and process of each. **Presented by Human Resources.**

Conducting Productive Meetings: This session outlines how to manage meetings so they are productive. Participants will learn key meeting skills such as when a meeting is necessary and how to prepare, facilitate and follow up to ensure objectives are met.

Corrective Action: This session will teach participants the appropriate steps of the corrective action process. Learn how to avoid the most common pitfalls in the corrective action process and how to effectively use a Performance Improvement Plan to provide a blueprint for correcting issues. **Presented by Human Resources.**

Defining Performance Standards: This session will provide participants with the skills necessary to develop measurable, meaningful performance standards. It will also help participants understand the value of a clear performance standard.

Developing Effective Teams: This session outlines what effective, high performing teams look like and how to develop them. Participants will learn the building blocks of effective teams, the high performance team cycle, how to increase trust and how to avoid common team pitfalls.

Documenting Performance Issues: Participants will learn to identify the principles surrounding effective discipline; what to document, and how to utilize the five W's of effective documentation.

Effective Communication: Participants in this session will learn skills to enhance communication by: improving listening skills, building rapport, understanding non-verbal messages, and understanding how to communicate in difficult situations.

Effectively Leading Teams: This session defines different types of teams and the challenges the manager of each type of team might face. The session provides guidance on how to apply situational leadership to build a high performing team.

Effectively Managing Employee's Personal Issues at Work: Although it would make life very simple if employees could actually leave all personal issues at home, the reality is that in many cases this is not possible. This session provides guidance on how to handle these issues and resources employees can access.

Effects and Responses to Change- Leading through Change: This session will touch on the impact of change. Participants will be able to identify different reactions to change and learn how to deal with different levels of resistance. This session explores change through a parable from the book by John Kotter, entitled [Our Iceberg is Melting](#).

Employee Motivation- "Managing with Carrots": This session is based on the bestselling book by Adrian Gostick and Chester Elton. Topics will include how to: communicate recognition, address some do's and don'ts in recognition and present recognition. The session will help participants understand the link from recognition to motivation and provide suggestions on recognizing employees.

Employee Recognition and Engagement: This session provides information on employee recognition and employee engagement and how the two are intertwined. It also provides some guidance on how to increase employee engagement. It will address issues such as: Why recognize? How does this impact the bottom line? What can managers do? What programs are already in place at UNT?

Facilitating Effective Performance Reviews: Performance reviews are a tool to set expectations, measure performance and develop employees' skills. This session will outline why effective performance reviews are critical to the success of the organization. Participants will learn how to appropriately prepare for performance reviews and implement "best practices" when conducting the performance review. **Presented by Human Resources.**

Fair Labor Standards Act: This session focuses on the law that governs how employees must be paid. This session covers: overtime, compensatory time, defining hours worked, timekeeping, handling employees with multiple state jobs, and guidance on travel time.

Family Medical Leave Act: FMLA training provides supervisors with an overview of FMLA laws and provides tools to determine if their employees have potential FMLA cases. The training also discusses the different roles and responsibilities HR, the employee and the supervisor play in the FMLA process to help managers be more knowledgeable in this area.

Finding and Hiring the Right Student Employee: Develop a clear job description and interview with an emphasis on person/environment fit. Create comprehensive employee training. This seminar facilitated by the staff of the **UNT Career Center** will highlight these management areas and help supervisors hire and train student employees for success. This is a 2-hour course.

Giving & Receiving Feedback: Giving and receiving feedback are important components of being effective at work. This session focuses on how to provide feedback that people can truly hear and how to listen to feedback that is provided back.

Handling Difficult Conversations: Most people have had to deliver a difficult message to someone at work. The conversations may be with peers, supervisors or direct reports. This session will provide guidance on how to effectively handle these difficult conversations. Participants will learn: basic communication skills, the basics of active listening, how to deal with the three conversations that occur in conflict, and what University resources are available to help.

Helicopter Management: Helicopter Parenting is a well-known term on college campuses, signifying how certain parents choose to 'hover' over the daily lives of their children. Helicopter Management can have a similar impact on employees. This session explores helicopter management techniques and their impact on the workplace and provides participants with sound management techniques to develop and engage employees.

Hiring with PeopleAdmin: PeopleAdmin is the applicant tracking system utilized by the University for hiring staff positions. Participants will learn how to navigate the system and utilize the applicant tracking program effectively and efficiently.

Holding People Accountable: This session outlines a simple strategy to holding people accountable. Topics include how to set expectations, engage the employee, measure progress and provide feedback for both successes and failures. Discussion will also include how to link consequences and evaluate the success of the process.

Leadership: This course is designed to provide the basics of leadership. The session discusses leadership style, leading versus managing, coaching, and mentoring.

Leading & Communicating Change- Leading Through Change: Change is an important part of any leader's job. This session focuses on how to lead change and communicate it to employees. The session provides guidance on topics such as: understanding the forces that cause change, understanding how change is perceived, Kotter's eight steps for successful change and how to make your change effort successful.

Legal Issues (for Managers): This session outlines federal laws that impact the employment relationship including, Title VII of the Civil Rights Act, Americans with Disability Act (ADA), Family and Medical Leave Act (FMLA), Age Discrimination in Employment Act (ADEA), National Labor Relations Act (NLRA) & the Fair Labor Standards Act (FLSA). Participants will learn to recognize a leader's possible exposure, to understand ways to limit exposure, and to identify UNT resources available for answering legal questions.

Listening Skills: One of the most important parts of communication is listening. People have the tendency to only partly listen while someone is talking because they are too busy thinking of their response. This session will help participants learn how to actively listen to help improve communication. The session outlines the four steps for active listening, contrasts listening and hearing, provides guidance on barriers to listening, and highlights some bad habits to overcome.

Making a Good Hire: This session is more than recruiting 101. It provides participants insight on how to make sure they have identified the needed competencies, established a solid selection process, incorporated behavioral interviewing techniques, and avoided common recruiting pitfalls.

Manager Roundtable Discussions: These sessions are formatted to work through different issues that managers encounter. Participants engage in a roundtable discussion about several different case studies and discuss ways to handle them. Participants are encouraged to bring scenarios with them to have the group consider and provide feedback. **Presented by Human Resources.**

Manager Self Service: Manager Self Service is a great resource for managers to view their employees' information including training and personal information. This new functionality has training resources embedded in EIS for your convenience. To access the training log into [MyUNT](#), click on the Human Resources tab and follow the link under Learning Resources or click this link [UPK](#).

Managing Generations in the Workplace: Make the most of your multi-generational team by understanding how each individual's unique strengths can create a positive and productive work environment. A brief video and open discussion will allow us to explore how we can better meet the mission of the university. **Presented by the Office of Equity and Diversity**, this session is 1 hour in length.

Managing Leave: This session outlines the major types of leave here at UNT and who is eligible for leave. It also provides guidance on leave accruals, leave reporting and the approval process.

Managing Time & Attendance: This session outlines how to manage attendance problems through the corrective action process and how to handle the administrative component of attendance. **Presented by Human Resources.**

Inclusive Manager Training (formerly, Managing With the Big I.D.E.A. - Inclusion, Diversity, Equity & Access): This training will provide participants with information on effective management using Inclusion, Diversity, Equity and Access principles. Participants will learn to use tools to create and maintain a productive and respectful work environment. **This session is presented by the Office of Equity and Diversity.**

Managing Workplace Negativity: Negativity can greatly impact employee engagement and productivity. This session provides managers hints and tips on how to manage the negativity in a positive productive way. Participants will learn to identify attitudes that cause negativity, promote positive attitudes, and influence behavior changes.

Moving into Management: This session is designed for individuals who are moving into manager roles for the first time. The session will provide guidance on some of the things to expect and how to avoid some of the most common managerial mishaps.

Onboarding: Bringing new employees on board is an investment. Learn how to protect your investment by providing a strong foundation in the first 6 months on the job. This session discusses different levels of onboarding, the benefit of relationship building, and onboarding resources at UNT.

Performance Management: Performance management is the cornerstone of productive, engaged employees. If managed well it can engage employees and help them be

productive in their roles. This session outlines the process of performance management and touches on coaching and feedback in the performance management process.

Position Classification Review: This session will outline the process for position classification. The session will provide participants information on how to complete the Position Information Questionnaire (PIQ) and what planning needs to take place in order to effectively navigate the classification review process. **Presented by Human Resources.**

Positive Approaches to Resolving Conflict: Conflict is a natural part of life and work. Conflict is actually very important to developing new ideas and new ways of thinking. This session focuses on how to effectively manage conflict in a positive manner. Topics will include: causes of conflict, benefits of conflict resolution, methods for resolution, and steps in the conflict resolution process.

Preventing Sexual Harassment: This session will define sexual harassment and provide participants with appropriate and effective means of dealing with sexual harassment in the workplace. Attendees will learn how to prevent this type of behavior by creating and maintaining a respectful workplace. **This session is presented by the Office of Equity and Diversity.**

Profiling Top Performers to Enhance and Develop the Team: This session provides tools to start formally defining the knowledge, skills, abilities and characteristics of top performers. Developing a profile of these skills and abilities can help to successfully recruit great candidates and provide a roadmap for succession planning.

Situational Leadership: Different situations require different responses. The same holds true for leadership. This session explores different leadership theories and examines situational leadership theory and provides a practical activity to examine situation leadership in practice.

Social Networking: This session is designed for all employees. It explores how social networks affect the workplace and provides tips on how to stay safe from the potential personal and professional perils that can lie in wait. Participants will also learn what UNT policies relate to use of social networks in the workplace.

Speed of Trust: This session is based on the bestselling book of the same name by Stephen MR Covey. It explores how trust affects the workplace and provides tips on how to improve trust. It explores trust accounts and how trust increases the speed of business transactions which lead to very real costs. The session defines types of trust and outlines the cores of credibility and its impact on trust.

Substance Abuse 101: This seminar defines substance abuse, discusses signs and symptoms, and provides guidance on how to handle these issues in the workplace. The session

is geared toward supervisors and provides information on available resources. **This session is facilitated by the Employee Assistance Program.**

Succession Planning: Succession planning is the identification and development of potential successors for key positions in an organization, through a systematic evaluation and preparation process. Upon completion of this course, participants should understand what succession planning is and be able to evaluate succession planning and talent development needs for their area of responsibility.

Terminations & Exit Process: This session is designed to provide guidance to managers and supervisors on how to handle one of the most difficult parts of a leader's job-terminating an employee. It outlines things to consider before, during and after the termination occurs and provides resources for managers on how to handle the administrative components of the exit process. **Presented by Human Resources.**

The 5 Dysfunctions of a Team: This training is based on the best-selling book by Patrick Lencioni. This session will discuss the overview of the model of dysfunction and discuss the practical tips provided in the book for overcoming them.

Time Management: This session is for anyone who is interested in learning how to manage his/her time better. Participants will explore some of the most common time drainers at work and how to overcome them.

Understanding Retroactive Pay: This session will provide specific guidance on what constitutes retroactive pay and when retroactive pay can and cannot be applied legally. Facilitators will answer questions and provide specific guidance on your scenarios. This roundtable approach provides an opportunity for participants to learn from other participant's experiences. **Presented by Human Resources.**

Workers' Compensation & Return-to-Work Program: This session is designed to provide a general overview of the workers' compensation process, including procedures and required forms. Also discussed is the Return-to-Work Program. This class is recommended for supervisors and managers. **This session is facilitated by Risk Management.**

Workplace Safety: Workplace safety affects everyone, but particularly those in leadership roles who are responsible for the safety of their colleagues and office spaces. This [Information Sheet](#) provides valuable information on how to identify occupational hazards and basic ergonomic issues, how to pass fire code inspections, where to locate the AED in buildings, as well as how to lead and ensure the safety of colleagues during severe weather and emergency situations. **To get credit for completion simply email amber.hallberg@unt.edu.**

Zen & The Art of Successful Coaching: This session focuses on what coaching is and how it can improve your management skills and working relationships. Participants will learn the role of a coach and some successful techniques to help improve the quality of performance.

Specialized Training

Ally Training- Basic: Ally training is to help create a safe zone for LGBT (Lesbian, Gay, Bisexual, and Transgendered) individuals at UNT. This training is lecture style focusing on definitions and best practices as it relates to the LGBT community. This Basic Ally Training is a prerequisite for Advance training. **This course is facilitated by The Division of Institutional Equity and Diversity.**

Ally Training- Advanced: An interactive training addressing contemporary issues facing the LGBT community as it relates to workplace equality, anti-bullying/suicide prevention, domestic violence and religion. **Note: Basic Training is a prerequisite. This course is facilitated by The Division of Institutional Equity and Diversity.**

Asbestos Awareness: The 2 hour Asbestos Awareness Course is for employees who may disturb asbestos containing materials as part of their job duties. Any employee that performs maintenance, repairs, installation, or renovation is required to attend this course. Participants will learn about the characteristics of asbestos, where it is found, health effects, and UNT's policy on what to do if you need to disturb a suspect material. **This course is facilitated by Risk Management.**

Asset User: Staff members that maintain asset information for their department will learn the responsibilities of the asset user and reporting activities for asset management at UNT. Attendees will learn how to maintain asset information (condition and location) in EIS FS and how to conduct the annual asset inventory required by all departments. **This course is facilitated by UNT Asset Management.**

Cultural Competency Training: Staff plays a major role in retention and support for international students and scholars. Culturally competent staff also contributes to the development of an inclusive environment and sensitivity to the cultural and ethnic issues of diverse populations. In this 3 hour session, participants will enhance knowledge and understanding of the needs and issues of international populations at UNT, learn skills necessary for effective customer service while dealing with ethnically and culturally diverse people develop sensitivity and attitudes needed for the development of an inclusive campus community, and enhance cultural competency in communications. **There is a charge of \$35 per person for this course. To coordinate a session for your department, please contact Dr. Saleha Suleman at saleha.suleman@unt.edu.**

Developing Training That Works: This train-the-trainer session is designed to identify training needs, design the most dynamic training program, deliver it with excellence and evaluate it for ongoing development, including promoting learner participation.

Dynamic Defense: The Dynamic Self Defense Presentation is divided into (2) thirty minute sessions. The first session will cover non-lethal alternatives to self defense, psychological intimidation situational awareness, and other key points such as how to walk, how to park, and trusting your instincts. The second session covers 5 simple self defense techniques, which will consist of 2 escape techniques and 3 strikes. **This course is facilitated by the UNT Police Department.**

Effective Facilitation: This session focuses on the seven things that separate good facilitators from great ones. Topics will include: outlining a methodology for facilitation, defining the things that separate good facilitators from great ones, providing techniques to improve facilitation, and teaching participants how to deal with dysfunction in a training session.

ePro Approver: Upon completion of the course the Dept ID and Project ID holders will understand the purchasing process and their role in the process. Attendees will learn how to approve or deny a requisition in the eProcurement system. Note: All Dept ID and Project ID Holders must complete training before security access will be given to EIS FS (eProcurement) for requisition approvals. **This course is facilitated by BSC Training via Blackboard Vista.**

ePro Coordinator: Staff responsible for entering and managing requisitions will learn how to create ePro requisitions for their department purchases. This 4 hour class includes an overview of the Purchasing and Payment Services department as well as a hands-on creation of a practice requisition in the eProcurement module of EIS. Participants will gain an understanding of the requisition process, use of the Vendor Lookup tool, and all other steps for creating requisitions. Also discussed are proper use of the justification field and long item description field. This course is also appropriate for those needing to review the requisition creation process. Note: All persons that have the responsibility for creating/maintaining requisitions must attend ePro Coordinator training before they will be given security access to the eProcurement system.

Notary Public -UNT: This class is designed to provide information to University employees on the process of becoming a notary public. Topics discussed will include: forms, notary procedures, and rules. This class is recommended for current and new notaries.

PCard Approver: Default DeptID Account Managers should attend this session. After completion of this class, the participant will understand the proper usage of the purchasing card issued for approved University of North Texas purchases. Information presented includes

program guidelines, authorized and restricted purchases, monthly documentation requirements, verification of vendors, and possible sanctions for failure to follow guidelines.

This course is facilitated by BSC Training via Blackboard Vista.

PCard Training: This session is mandatory for all cardholders, reconcilers, and account managers. After completion of this class, the participant will understand the proper usage of the purchasing card issued for approved university purchases. Information presented includes program guidelines, authorized and restricted purchases, monthly documentation requirements, verification of vendors, and possible sanctions for failure to follow guidelines.

This course is facilitated by BSC Training via Blackboard Vista.

Research Compliance: IRB 101 and HIPAA 102: These compliance courses are designed for faculty members engaged in research and are **facilitated by UNT Research Services**. IRB 101 covers important information regarding Human Subjects Research, the regulatory environment and procedures for on-line application. HIPAA 102 discusses the use of protected health information in Human Subjects Research. These are 1.5-hour courses.

Travel Coordinator: This session is designed for anyone that will travel on University business or the department travel coordinator. This course explains travel procedures at UNT and how to arrange individual and group travel. All areas are discussed including meals, lodging, transportation, and reimbursement/travel advance. **This course is facilitated by BSC Training via Blackboard Vista.**

Van Driver Safety Training: This session is mandatory for anyone driving a UNT 10 passenger van and it is highly recommended for anyone who will be driving or renting any van for university business. Participants will learn driving procedures, including operating vans, procedures for renting, insurance coverage, and how to report vehicle accidents. This is a 1.5-hour course **provided by UNT Facilities.**

Visa Training:

F & J Visas: This session is appropriate for staff and faculty who interact with international students and scholars. Participants will learn the updated basic regulations that F-1 and J visa students and scholars must follow and how UNT International can assist with the process. The session will also address payroll implications. **This session is facilitated by UNT International.**

H-1b Visas: This session is appropriate for faculty and staff who may be involved with hiring or assisting in changing a foreign national faculty or staff member's visa to H-1b. Participants will gain a basic understanding of the H-1b step-by-step process at UNT and the governmental agencies involved with the H-1b visas. **This session is facilitated by UNT International.**