



Spring 2019

Training and Development

Course Catalog

Training Facilitation Procedures

- All classes are filled on a first, first-served basis.
- All classes must have a minimum of 7 participants registered in order to be conducted.
- Registration will close 48 hours prior to the scheduled date and time of the course.
- For more details about the contents of this calendar, call extension 3666

How to Register for Courses

1. Review the Training Course Schedule and Descriptions below
2. Click on the course title of interest and complete registration electronically.
3. A registration confirmation email will be sent to all registered participants two (2) days prior to the scheduled training.

Table of Contents

January

Page #	Date/Time	Topic	Location/Delivery
3	1/31/2019 11am - 12pm	Personal Goal Setting & Happiness at Work and Beyond	Talon 210 Facilitated by Inova EAP Services
4	Monthly	Skillssoft Course of the Month: “Polishing Your Customer Service”	Online via Skillssoft

February

Page #	Date/Time	Topic	Location/Delivery
5	2/5/2019 10am – 11pm	Understanding Contingent Employment	Online via Skype
6	2/12/2019 9am – 4pm	TIAA Financial 1 on 1 Sessions	PEC 348 Facilitated by TIAA Representative
7	2/19/2019 2pm – 3pm	Campus Dashboard Workshop	STC 348 Facilitated By Prasad Doddanna
8	2/21/2019 11am - 12pm	Healthy Heart and Stress & Take Your Weight to Heart	Talon 210 Facilitated by Inova EAP Services
9	2/26/2019 10am - 12pm	PMP Presentation: Supervisors/Managers	Miles Connor Admin: 150 Facilitated by Beverly Jackson
11	2/28/2019 1pm - 3pm	PMP Presentation: Non-Supervisory Employees	STC: 355 Facilitated by Beverly Jackson
10	Monthly	Skillsoft Course of the Month: “The Art and Science of Communication”	Online via Skillssoft

March

Page #	Date/Time	Topic	Location/Delivery
11	3/5/2019 10am-12pm	PMP Presentation: Non-Supervisory Employees	Miles Connor Admin: 150 Facilitated by Beverly Jackson
6	3/6/2019 9am-4pm	TIAA Financial 1 on 1 Sessions	PEC 348 Facilitated by TIAA Representative
9	3/7/2019 1pm-3pm	PMP Presentation: Supervisors/Managers	STC: 355 Facilitated by Beverly Jackson
12	3/12/2019 11am-12pm	Fitting Fitness Into Your Lifestyle	Talon 210 Facilitated by Inova EAP Services
13	Monthly	Skillsoft Course of the Month: “Being an Effective Manager When Times are Tough”	Online via Skillssoft

Course	<u>Personal Goal Setting and Happiness at Work and Beyond</u>
Date-Time	1/31/2019 – 11am to 12pm
Duration	1 hour
Objectives	<ul style="list-style-type: none"> • Discuss and Demonstrate various methods of setting and achieving goals • Exemplify and Illustrate workplace the various stress management techniques • Experiment and identify with which techniques work best for your learning skills
Description	<p>This seminar is designed to help participants reach their goals/New Year's resolutions with small steps to achieve great things!</p> <p>Learn how to recognize and manage workplace stress with self-empowering methods that enhance and increase happiness levels both professionally and personally.</p>
Target Audience	Faculty and Staff Personnel, Administrators
Locations	Talon 210
Delivery Method	Instructor Led Training – Inova Representative

Course	Polishing Your Skills for Excellent Customer Service
Date - Time	1/2019
Duration	24 minutes
Objectives	<ul style="list-style-type: none"> • Recognize examples of customer support provided with an excellent service attitude • Identify personal methods of projecting an excellent service attitude • Recognize examples of techniques for establishing effective customer relationships • Recognize the steps to encourage customer involvement in problem solving • Match the methods used for effective cross-cultural communication to examples • Recognize how language barriers can impact your communications with customers
Description	<p>In this course, you'll learn how to project an excellent service attitude that will enhance your interaction with your customers. You'll also explore how to establish effective customer relationships and involve customers in problem solving. In addition, you'll discover methods to communicate effectively in a cross-cultural customer support center or help desk environment.</p> <p><i>This a self-paced course. To access, enter the course title in the Skillsoft search field.</i></p>
Target Audience	Faculty and Staff Personnel, Administrators
Locations	Skillsoft
Delivery Method	Virtual Online Training

Course	Understanding Contingent Employment
Date -Time	2/5/2019 - 10am to 11pm
Duration	1 hour
Objectives	<ul style="list-style-type: none"> • Review and evaluate the best techniques and applications of the contingency employment process • Understand and Discuss the various factors that may impeded the contingency process
Description	This course will review the contingency employment process, as well as new policy updates to ensure efficiency and stewardship within our academic, human and financial and facility resources.
Target Audience	Faculty and Staff Personnel, Administrators
Locations	Online Via Skype
Delivery Method	Instructor Led Training – Dr. Early

Course	TIAA Financial 1 on 1 Sessions
Date -Time	2/12/2019 - 9am to 4pm
Duration	1 hours
Objectives	<ul style="list-style-type: none"> • Evaluate the best techniques and applications for financial planning including savings and retirements. • Distinguish and differentiate the best practices between for your financial future. • Understand and discuss the significance of the various techniques used to enhance your financial future.
Description	The individual sessions will focus on personalized financial planning, including savings and retirements and investment portfolios.
Target Audience	Faculty and Staff Personnel, Administrators
Locations	PEC 348
Delivery Method	Instructor Led Training – TIAA Representative

Course	Campus Dashboard Workshop
Date -Time	2/19/2019 - 2pm to 3pm
Duration	1 hours
Objectives	<ul style="list-style-type: none"> • Evaluate the best techniques and applications of student data of new and current enrollments • Distinguish and Differentiate the various types of data • Understand and Discuss the significance and potential applications of student data in Higher Education
Description	This course will teach you how to access and maximize the use of Coppin State's Campus Dashboard. Campus Dashboard is an online analytical reflection of Coppin's student enrollment regarding new and current enrollments.
Target Audience	Faculty and Staff Personnel, Administrators
Locations	STC 348
Delivery Method	Instructor Led Training – Mr. Prasad Doddanna

Course	Heart Health and Stress Connection & Top Reasons to Take Your Weight to Heart
Date - Time	2/21/2019 -11am – 12pm
Duration	1 Hour
Objectives	<ul style="list-style-type: none"> • Recognize stress triggers and demonstrate strategies to reduce them • Identify and justify the top reasons to maintain an healthy weight loss
Description	In this course, you will learn how stress affects heart health and how to achieve optimal heart health. Excess weight and where the weight is distributed both affect heart health. Learn weight loss methods to influence heart health and the resources available to you.
Target Audience	Faculty and Staff Personnel, Administrators
Locations	Talon Cafe
Delivery Method	Instructor Led Training – Inova Representative

Course	PMP Presentation: Supervisors and Managers
Date - Time	2/26/2019 (10am – 12pm) - Day 1 3/7/2019 (1pm – 3pm) - Day 2
Duration	2 hours
Objectives	<ul style="list-style-type: none"> • Identify and Define clearly roles and responsibilities of the Performance Management Process • Demonstrate and Discuss various improvement and development strategies for performance culture • Develop and Justify multiple strategies for effective feedback
Description	This course will inform and review the Performance Management Process from the perspective of the manager/supervisor. The PMP is a method of management design to incorporate ongoing feedback and ensure productive relationship between the employee and management.
Target Audience	Faculty and Staff Personnel with Supervisor and Managerial Roles
Locations	Day 1: Miles Connor Conference Room 150 Day 2: STC Conference Room 355
Delivery Method	Instructor Led Training – Beverly Jackson

Course	<u>The Art and Science of Communication</u>
Date	2/2019
Duration	21 minutes
Objectives	<ul style="list-style-type: none"> • Identify situations that benefit from sharing communication responsibility • Recognize behaviors that promote making connections with people • Identify ways to show interest when communicating with others • Categorize questions that help to strengthen a communication connection • Identify the basic principles of assertive communication • Recognize ways of connecting with your audience
Description	<p>There is a science behind communication, including how we react neuro-physiologically to others – their actions, words, tone, and body language. You can develop skills in connecting with others so that your communication intention is clear and understood. There's also an art to communication, allowing your authentic self to shine through and allowing the exchange with another person to unfold naturally. Interpersonal communication is complicated: there's more than just one conversation happening. There is what you're thinking and saying as well as what your audience is thinking and saying. This course will teach you the art and science of communication by discussing how to connect with your audience and how to enhance and strengthen that connection as you communicate.</p> <p><i>This a self-paced course. To access, enter the course title in the Skillsoft search field.</i></p>
Target Audience	Faculty and Staff Personnel, Administrators
Locations	Skillsoft
Delivery Method	Virtual Online Training

Course	PMP Presentation: Employees
Date - Time	2/28/2019 (10am – 12pm) – Day 1 3/5/2019 (1pm – 3pm) – Day 2
Duration	2 hours
Objectives	<ul style="list-style-type: none"> • Identify and Define clearly roles and responsibilities of the Performance Management Process • Demonstrate and Discuss various improvement and development strategies for performance culture • Develop and Justify multiple strategies for effective feedback
Description	This course will inform and review the Performance Management Process from the perspective of the employee. The PMP is a method of management design to incorporate ongoing feedback and ensure productive relationship between the employee and management.
Target Audience	Faculty and Staff Personnel with Supervisor and Managerial Roles
Locations	Day 1: STC Conference Room 355 Day 2: Miles Connor Conference Room 150
Delivery Method	Instructor Led Training – Beverly Jackson

Course	TIAA Financial 1 on 1 Sessions
Date -Time	3/6/2019 – 9am to 4pm
Duration	1 hours
Objectives	<ul style="list-style-type: none"> • Evaluate the best techniques and applications for financial planning including savings and retirements. • Distinguish and differentiate the best practices between for your financial future. • Understand and discuss the significance of the various techniques used to enhance your financial future.
Description	The individual sessions will focus on personalized financial planning, including savings and retirements and investment portfolios.
Target Audience	Faculty and Staff Personnel, Administrators
Locations	PEC 348
Delivery Method	Instructor Led Training – TIAA Representative

Course	Fitting Fitness into Your Lifestyle
Date - Time	3/14/2019 : 11am – 12pm
Duration	1 hour
Objectives	<ul style="list-style-type: none"> • Design an Action Plan to increase your daily physical activity • Identify and evaluate strategies that would increase your physical activity
Description	Create a physical activity action plan and find ways to make your daily life more active
Target Audience	Faculty and Staff Personnel, Administrators
Locations	Talon 210
Delivery Method	Instructor Led Training – Inova Representative

Course	Being an Effective Manager When Times Are Tough
Date - Time	3/29/2019
Duration	22 minutes
Objectives	<ul style="list-style-type: none"> • Recognize strategies for responding to difficult times • Recognize how to win employee buy-in to reduce costs during difficult times • Recognize measures to reduce staff-related costs, as an alternative to staff layoffs • Recognize ways to restructure work as an alternative to staff layoffs • Recognize the appropriate steps for planning staff layoffs and deciding who to lay off • Recognize appropriate ways to communicate layoff decisions to employees • Recognize opportunities for strengthening an organization during difficult times
Description	<p>In this course, you'll learn specific strategies for weathering difficult times, including ways to reduce costs, how to communicate with employees and secure their support, and what alternatives to consider before laying off staff.</p> <p><i>This a self-paced course. To access, enter the course title in the Skillsoft search field.</i></p>
Target Audience	Faculty and Staff Personnel, Administrators
Locations	Skillsoft
Delivery Method	Virtual Online Training