

When You Speak, ODT Listens!



Diversity, Human Resources and Employee Services, of which ODT is a part, recently participated in a CSU Customer Satisfaction Survey. We appreciate your input; after all, feedback leads to continuous improvement – a key part of being learning-centered! Many of you took time to type in additional questions or comments. We've paraphrased and summarized several of them here, with our responses.

Q: Why don't you use e-mail more to publicize your workshops?

A: Because of the high volume of e-mails our employees receive, we have been encouraged to find alternate ways to publicize our programs. The three best ways to learn about our offerings include checking the weekly PolyUpdates, visiting our web site calendar frequently (<http://www.csupomona.edu/~odt/>), then click on "Calendar of Events"), and watching your campus mail for our quarterly newsletters.

Q: Will you be offering more computer workshops soon?

A: Yes! Over the past year we replaced the usual offerings in Excel, Word, etc. with classes focused on ensuring that documents are fully accessible. This year we'll again be partnering with others on campus to meet a new need: training for end users in Microsoft's new operating system Vista and Office 2007.

Q: Do you ever use external subject matter experts as trainers?

A: We sure do. In 06/07, we brought in seven different speakers with expertise in topics ranging from negotiation skills to managing across generations. Additionally, many of the computer classes we offer are taught by off-campus experts.

Q: Do you plan to offer more training in management and supervision?

A: Yes. This past year we offered topics such as "Keeping the Good Ones," "Management Expertise," and "Day Camp for Managers." Several other topics were ideal for managers as well, such as "Conflict Management," "Mediation Skills," and "Negotiation Skills." This year we'll bring back a few of those, but we're adding some new ones such as "Situational Leadership," "Emotional Intelligence," and "Performance Management." If you have specific requests for managerial/supervisory topics, let us know!

Q: It's hard for me to attend workshops during the normal school year; can you offer more programs during summer?

A: You bet! Summer is actually a busy time for ODT because we help with workshops for many department retreats. Further, we find that staff participation goes down in summer because of vacations. However, we'll be happy to try offering more open-invitation programs next summer.

Q: New employees could really use some training in accounting/budget and purchasing procedures here. Do you plan to offer that?

A: You read our minds! We recently met with campus experts on these topics and will be partnering with them to bring you this training in 07/08.

Q: My job requires me to take Defensive Driver training, but I can't attend in the CLA Building. What can I do?

A: If you need to attend California's Defensive Driver training but are unable to attend one of the sessions offered at Cal Poly Pomona, please contact ODT. We will gladly provide you with information on other locations where this training is available.

Tell Us Your Story



How have you benefited from ODT's programs? We want to hear from you, send us your story.

Coffee with the Cabinet

As part of the expanded new hire orientation program coordinated by ODT and Human Resources this past Spring, over 30 Cal Poly Pomona newly hired managers (MPP) and staff members attended “Coffee with the Cabinet”, a reception in which they had the opportunity to meet our executive leadership team. President Ortiz shared his vision for Cal Poly Pomona, our learning centered philosophy, and encouraged new employees to participate in campus programs and events. The divisional Vice Presidents each gave an overview of what their division does and answered questions. We look forward to our next session of “Coffee with the Cabinet” coming in November.



What Makes a Good Manager or Lead?

Later in 07/08, ODT will be offering more programs for managers and those in lead positions. There are plenty of good books, speakers and workshops out there, but we'd like to include a session – or at least incorporate information into a session or two – on specific behaviors that our staff have experienced from their best managers over the years. You know, it's easy to whine and point out shortcomings, but it's much more productive to focus on what's good and give specific examples so other managers can learn from the best.

Please join us for a one-hour facilitated discussion of what makes a manager good and be prepared with specific examples – not names or departments, but of activities and behaviors that you'd like others to incorporate. We value your input.

Date: Friday, November 16
Time: 9:00-10:00 a.m.
Location: CLA (98) B1-31

Coming Soon: End-User Training in Microsoft Vista & Office 2007

Over the next couple of years, departments across campus will be switching to Microsoft's new operating system (Vista) and suite of software programs (e.g., Word, Excel). Many end users will be able to work through the conversion on their own, using the variety of self-help guides and on-line tutorials (see, for instance, <http://www.csupomona.edu/~ehelp/software/vista.html>). However, others will benefit from hands-on training in computer labs.

To that end, ODT will be providing staff and administrators with a series of workshops in Vista and Office 2007. A representative from each division will be partnering with ODT to identify those who will participate, and courses will be scheduled on a staggered basis to accommodate the variety of implementation plans across campus. Specific information on content, date/time, and registration will be announced through PolyUpdates and on the ODT website: <http://www.csupomona.edu/~odt/>.

Please note that these sessions will be “update” sessions only – that is, they will contain information on how accomplishing the most critical tasks in these programs differs in the new system. Thus, the content will require participants to have at least a basic/working knowledge of the current system and programs (Windows XP and Office 2003).

Watch for additional information over the coming months. If you have questions, please feel free to contact us in ODT.



Upcoming Workshops

Conflict Management

Are you aware of your preferred style for handling conflict? Do you know when it's best to use other styles based on the circumstances? In this insightful workshop you'll not only learn about various styles for handling conflicts but tools for preventing, and depersonalizing them.

Recommended prerequisite for Mediation Workshop.

Facilitators:

Susan Berilla, Director
Organizational Development & Training
Glenda Brock, Campus Ombuds

Date: Tuesday, October 23, 2007

Location: Orion Suite, BSC

Time: 9 am-12 noon

Telephone Professionalism

Are you a staff member or student assistant who spends a lot of time answering the phone? This workshop will teach you how to effectively and professionally handle routine as well as challenging callers and deliver exceptional service.



Facilitator:

Sandi Davis
Executive Assistant to the President

Date: Wednesday, October 10, 2007

Location: CLA, 8th Floor Conf. Rm.

Time: 9:00-10:30 a.m.

To register for ODT programs e-mail
ljroth@csupomona.edu
or call Loretta Roth at extension
2705

Becoming a More Effective Interviewer

Do you serve on interview panels for job openings here at Cal Poly Pomona? Do you know what "Behavioral Interviewing" is and how it's done? Don't miss the opportunity to increase your confidence and effectiveness as an interviewer. In addition to discussing legal and ethical guidelines for framing questions, we'll address techniques to increase your interviewing skill.

Facilitators:

Sandra Bufalini, Therese Turner
Human Resources

Date: Tuesday, December 4, 2007

Location: CLA Building 98, Room B1-31

Time: 9:00-10:00 a.m.

Workplace Violence Prevention: A Matter of Life & Death

Over the coming months, the campus will be participating in training on this critical topic. Much of the information, including campus policy and procedures, warning signs of potential violence, and appropriate response to and reporting of perceived or actual threats and violence, is universally-applicable across campus. In order to make this training as convenient as possible to our employees, ODT will be providing these topics in an on-line format. We have worked with one of the premier providers of on-line training to customize a program to our campus needs. Additional information about this training will be forthcoming.

However, some critical information, such as appropriate evacuation and shelter-in-place plans and communication strategies (e.g., code phrases, panic alarms, notification systems), are best covered by each department/area so they can be as specific as possible. Over the coming year, each administrator will be responsible for ensuring that training specific to his/her area is provided.

We work on a very safe campus, but the potential for violence is real. For your safety, and for the safety of those around you, don't hesitate when your opportunity to participate in this training comes. It's a matter of life and death.



Introducing a new feature: Ask ODT

Do you have a suggestion for a workshop?
Does your department need training in a specific area?
Do you have a burning question about training in general?

Send us your questions, and in subsequent newsletters we'll feature selected questions and answers!

Free Tutorials Available

ODT is working towards finding trainers who can provide computer software classes that incorporate elements of accessibility in the course curriculum.

In the meantime if you need training or help with software programs, there are four links to providers of free on-line training and tutorials in Microsoft Office programs on the ODT website. Please visit <http://www.csupomona.edu/~odt/training.shtml>.

Correction to ODT Guidebook

The 2007/08 issue of the ODT Guidebook has an incorrect web address on page 10. The correct web address for information on training programs is <http://www.csupomona.edu/~odt/training.shtml>.

Visit us on the web:
<http://www.csupomona.edu/~odt>

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A Proud Part of
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