



# ODT news

FALL 2008

## Back by Popular Demand: Situational Leadership®



**If** you missed this workshop last year or could use a refresher, you're in luck. The concepts in this workshop are fundamental to effective management and leadership. You may know what your preferred style of management is, or perhaps you're not sure – regardless, in this program you'll not only find out your style but more importantly, learn about the importance of being able to switch styles based on the situation. This program is designed to increase the frequency and quality of con -

versations about performance and development between leaders and their subordinates so that competence is developed, commitment is gained, and talented individuals are retained.

**Although this program is ideal for administrators, it's also recommended for staff or faculty with lead responsibility – so spread the word!**

**Competencies:** Understanding Others, Motivating Others, Directing Others, Building Effective Teams

**Certified Trainer:** Bonnie Burn

**Date:** October 22

**Time:** 8:30 a.m. to 4:00 p.m.

**Location:** Kellogg West Conference Center

### Inside This Issue

ODT introduces two new workshops:

- The Role of a Lead and
- "Short Takes" One hour workshops

Also inside:

Red, Blue, Green

What does that mean?

What difference does it make?



## Career Development: Discovering Your Natural Talents



Recognizing your natural skills, having a career path and knowing how to effectively move down that path are critical to professional development and advancement. Before you can plot a career path, you must know what your natural skills are. We'll use the IDAK instrument to discover your strengths, then discuss next steps.

**Competencies:** Self-Development, Career Ambition, Personal Learning

**Trainer:** Susan Berilla, ODT

**Dates:** November 5 AND November 12

**Time:** 9:00 a.m. to 11:00 a.m., both days

**Location:** 98-B1-31

## Conflict Management: “Improved”

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? What can you do if you’re afraid of conflict? In this insightful and interactive workshop you’ll not only learn about various styles for handling conflicts but tools for resolving them. And you’ll learn a new and simple model for ap-

proaching conflict conversations.

Note: We’ve overhauled our old workshop, so if you attended in the past two years, much has been changed – this would make a great refresher!

**Competencies:** Conflict Management, Personal Learning, Self-Development, Negotiating, Interpersonal Savvy, Peer Relationships, Per-

sonal Disclosure, Problem Solving

**Trainer:** Susan Berilla, ODT

**Date:** November 20

**Time:** 8:30 a.m. to 11:45 a.m.

**Location:** 98-B1-31

## Are you blue, red, green or hub? What does that mean? And what difference does it make??

The Strength Deployment Inventory (SDI)<sup>™</sup> is an assessment tool that identifies one’s motivation and behavior in interacting with others on a routine basis and during conflict. Workshop emphasis is on each individual’s strengths in relating to others and how those strengths may be used to improve relationships. The consequences of overdone or misunderstood strengths are also examined. Participants learn how to more effectively interact with people who have different motivations or styles – especially valuable

when communication is needed to persuade or motivate, problem-solve, or build consensus. This self-discovery can foster more effective relationships in organizations, and it’s fun, too. Lessons learned stay with participants for years to come. Note: While we encourage departments or work teams to schedule their own sessions, this open session is a great way to “scout” the program for future use in a retreat, or to get up to speed if you’re new to a department that has already experienced it.

**Competencies:** Understanding Others, Interpersonal Savvy, Self-Knowledge, Personal Learning, Self-Development, Sizing Up People, Peer Relationships, Conflict Management, Managing Diversity, Customer Focus

**Certified trainer:** Susan Berilla, ODT

**Date:** December 3

**Time:** 1:00 p.m. to 4:30 p.m.

**Location:** 98-B1-31

## Update on Office 2007 Training

Many departments across campus have already updated their computers to Office 2007, Microsoft's new suite of applications. If your PC will be updated soon and you haven't attended one of the overview courses, register quickly – these courses won't be offered much longer. And if you've already attended the Overview and are using Office 2007 but could use more

detailed training in one of the specific applications (e.g., Word and Excel), take advantage of our programs. For information on what's being offered and when, visit [http://www.csupomona.edu/~odt/training/Computer\\_Training.html](http://www.csupomona.edu/~odt/training/Computer_Training.html).

Or, if you are computer savvy and feel you can learn the new programs on your own, there are many free web-based tutorials available.

For instance, visit <http://office.microsoft.com/en-us/training/HA102255331033.aspx>.



**NEW**

### New Workshop: The Role of a Lead

As a staff member with lead responsibilities, there are things in which you may take an active role, such as providing lead work direction to other staff and student assistants, providing daily feedback, providing input for performance evaluations, and making recommendations to HEERA managers on the hiring of student assistants and staff. However, there are also things that you are limited from doing because of job classifications and bar-

gaining unit restrictions. These include managing employees, making offers of employment, carrying out disciplinary action, and signing official documents. In the first part of this workshop you'll receive guidance on what you can (and can't) do as a lead, and how to determine what issues to escalate to a HEERA manager. The bulk of the workshop will be spent examining and practicing the skills required to be an effective lead, such as

communication, assignment of duties, setting expectations, coaching, and giving feedback.

**Competencies:** Motivating Others, Delegation, Directing Others, Fairness to Direct Reports, Confronting Direct Reports

**Trainers:** HRS Administrators

**Date:** January 14, 2009

**Time:** 8:30 a.m. to 4:00 p.m.

**Location:** 98-B1-31

### Introducing “Short Takes”: One-hour workshops!

We know it can be hard to get away from your job for a half or whole day to participate in training, so we've created new mini-workshops designed to cover just one

quick topic in one hour or less. Topics planned so far include: “Team Decision-Making”, “Planning & Organizing”, “Building Teams”, “Business Writing Tips”, and

“Improving Your Creative Problem-Solving”. Dates of sessions will be announced on PolyUpdates and will appear on our ODT web calendar. Got a suggestion for a future Short Take topic? Let us know!



## 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 this opportunity to increase your confidence and effectiveness as an interviewer. In addition to discussing legal and ethical guidelines, we'll address techniques to increase your interviewing skill.

**Competencies:** Hiring & Staffing; Sizing Up People; Listening

**Date:** Tuesday, December 2

**Time:** 9 to 10 a.m.

**Location:** 98-BI-102

**Trainers:** Sandra Bufalini, Therese Turner, Human Resource Services

## Books, DVDs, and Videos Available for Check-out

Several years ago the Staff Development group created a collection of training and management materials at our campus Library. Members of the campus community are welcome to check out these materials using one's Bronco ID card. We recently updated the collection; it now includes titles such as "Ethics for Everyone", "Communicating Non-Defensively", "Crucial Confrontations", "Taking Charge of Change", and "The Customer Service Toolkit". For a complete list of materials, visit <http://www.csupomona.edu/~odt/library.shtml>.

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

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