



# ODT News

SPRING 2009

## In this issue

### Upcoming Workshops :

- LeaderFish!
- Procurement 101
- MPP Short Takes: Hiring the Right Employee *NEW*
- The Role of a Lead
- Conflict Management
- Writing Skills
- Fierce Conversations
- Short Takes: Team Decision Making
- Finance Web Tools Overview

### Announcements:

- We now have automated registration and a new calendar format on our webpage.
- What does "By Invitation Only" mean?
- Why Your Evaluations Matter

## Upcoming Workshops— Spring 2009 at Cal Poly Pomona

### MPP Short Takes: Hiring the Right Employee — *NEW*

This workshop will give you information and tips on how to select competent employees. First, you'll be given 9 steps to prepare you prior to the actual interview. You'll receive examples of how to identify problem applicants and red flags in the application/interview process. You'll be given a format for the interview session, as well as two ways to select the final candidate (comparing candidates against each other and against the job description). You'll also be given examples of behavioral interviewing questions. Finally, you'll be shown how to "see the job and the university" to the applicant.

**Facilitator:** Sandra Bufalini & Therese Turner  
**Date:** April 21st  
**Time:** 9:00 - 10:00am  
**Location:** CLA (98) B1-31

### LeaderFish!

Following on the success of the initial two segments, we are continuing with the workshop series for administrators and leads: "LeaderFish!" Based on the popular "FISH!" video, the series is a classic for improving service by inspiring improved attitudes and increased ownership. "LeaderFish!" takes the principals of *servicing-with-fun* and spins them into ways to improve leadership skills. It is recommended for seasoned leaders who just want to recharge their leadership batteries, or for those who are new to leading. We'll be offering each of the four remaining units in one-hour workshops over the next few months. **All workshops will take place from 9:00 - 10:00am in CLA (98) B1-31.** Don't miss these programs. Note: you are welcome to attend only those segments of interest to you; attendance at all remaining four workshops is not required. But you'll maximize your learning by participating in all of them.

**Dates:** April 2nd: LeaderFish! Three  
May 7th: LeaderFish! Four  
June 4th: LeaderFish! Five  
July 16th: LeaderFish! Six

For a description of each unit, go to our Calendar of Events at: <http://www.csupomona.edu/~odt/events.shtml>

### Automated Registration and a New Calendar of Events

Employees are now able to self-register for ODT workshops and track workshops attended. Automated registration is easy and personal guidance is also available. We also have a newly improved Calendar of Events that enables employees to view the workshop and then register via BroncoDirect. Go to: <http://www.csupomona.edu/~odt/events.shtml>

### By Invitation Only

"By Invitation Only" means participation is limited to a specific department, position, or group of people who need or requested a particular training. For example, Coffee with the Cabinet is limited to new hires only who are invited via email.

### Your Evaluations Matter

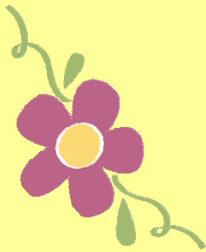
Please take time to fill out the gold evaluation forms that are distributed at the end of our workshops. These forms are used to determine whether ODT is serving your needs. We crave constructive criticism, so be generous in your honesty. The evaluation forms are anonymous.



### Staff Academy I

This popular three-day program covers communication, time management, teamwork, making presentations and writing effectively. In addition to the excellent content, you'll build supportive relationships with staff from across the campus that will serve you for years to come.

**Facilitator:** Naomi Nightingale  
**Date:** May 27th - May 29th  
**Time:** 8:30-4:30pm  
**Location:** Kellogg West



### Finance Web Tools Overview

The purpose of this training session is to learn how to access Finance Web Tools in the new PeopleSoft/Oracle 9.0 environment. The class will cover the new functionality available in FWT and a basic FWT overview.

**Facilitator:** Finance Services  
**Date:** April 8 - April 15  
**Time:** 2:30-3:30pm  
**Location:** CLA (98) BI-31

### Procurement 101

Everything you ever wanted to know about the Procurement Process, but were afraid to ask. If you've ever wondered how your requisition is processed, what current bidding requirements are, or why you might want to use a procurement credit card – this is the class for you! This class will benefit anyone responsible for processing departmental requisitions, completing credit card reconciliation, ordering online office products. Whether you're a new state employee or just want to brush up on "Procurement 101", you will find this 2-hour class informative and helpful.

**Facilitator:** Procurement Team  
**Date:** April 16th  
**Time:** 9:00 - 11:00am  
**Location:** CLA (98) BI-31

### The Role of a Lead

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.

### 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? 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 approaching 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!

**Facilitator:** Victoria Lieding  
**Date:** April 29th  
**Time:** 8:30 - 11:45pm  
**Location:** CLA (98) BI-31

### Business Writing Skills

A potentially tedious topic made enjoyable. You'll learn to overcome writer's block, use a three-step process for writing memos, letters, reports, and e-mail, be more concise, and write clear, usable documents with less frustration and less wasted time. Participants will receive a copy of the trainer's book, "Tricks That Stick". This workshop is back by popular demand – don't miss it!

**Facilitator:** Ronnie Moore  
**Date:** May 6th  
**Time:** 8:30 - 4:15pm  
**Location:** Kellogg West

learning, resolves tough challenges and enriches relationships. You can't accomplish your work goals if there are conversations you've been unable or unwilling to have -- with your boss, colleague, employee, customer, or self.

**Facilitator:** Lynda Clements  
**Date:** May 21st  
**Time:** 8:30 - 4:30pm

### Short Takes: Team Decision Making

Have you ever worked on a team where past decisions kept resurfacing? Or maybe you saw disgruntled team members undermine a decision. How do you ensure everyone has a say? In this session you'll learn critical steps for making sound, lasting decisions in a group.

**Facilitator:** Lisa Dye  
**Date:** June 11th  
**Time:** 9:00 - 10:00am  
**Location:** CLA (98) BI-31

### Fierce Conversations

Think about it: The conversation IS the relationship. Careers and organizations succeed (or fail) one conversation at a time. In this workshop, you will learn how to ignite productive dialogue that interrogates reality, provokes