

ODT News

Organizational Development & Training (ODT)

Winter 2009

Upcoming Workshops – Winter 2009 at Cal Poly Pomona!



Coming Soon: Automated Self- Registration for ODT Programs!

Thanks to a partnership with Administrative Affairs Information Systems (AAIS), we are getting ready to roll out a new aspect of Employee Self Service (ESS) via BroncoDirect. With this system, employees will be able to register themselves for ODT workshops and track their participation in our programs instantly. We will be providing ample training and guidance prior to going live with this new system—watch for announcements in PolyUpdates!

Your Evaluations Matter

Those of you who have participated in ODT's workshops are familiar with the *gold* evaluation forms which are distributed at the end of our workshops. ODT depends on your feedback to determine the quality of our programs and whether they are serving the needs of you, our customers.

Please be as specific as possible in your feedback—we crave constructive criticism!

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.

Competencies: Customer focus, Composure, Functional/Technical Skills
Trainers: Loretta Roth & Susan Berilla
Date: January 16
Time: 9:00 to 10:30 a.m.
Location: CLA Building 98, Room B1-31

Short Takes: Team Decision-Making -- *NEW*

Have you ever worked on a team where past decisions kept re-surfacing? 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.

Competencies: Negotiating, Problem Solving, Timely Decision Making
Trainers: Susan Berilla & Lisa Dye
Date: January 22
Time: 9:00 to 10:00 a.m.
Location: England Evans Board Room, Bronco Student Center

Evelyn Wood Reading Dynamics® (Speed Reading)

Does your job require you to do a lot of reading, particularly of lengthy documents? Would you like to increase your reading speed and comprehension? The Evelyn Wood Reading Dynamics® method of speed reading has stood the test of time. If you'd like to double or even triple your reading rate, don't miss this opportunity.

Competencies: Functional/Technical Skills
Trainers: Certified trainer
Date: January 28
Time: 8:30 a.m. to 3:30 p.m.
Location: England Evans Board Room, Bronco Student Center

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Announcements

- ODT program registration will soon be automated!
- Why Your Evaluation Matters



LeaderFISH! – New

Introducing a new series of workshops for administrators and leads: “LeaderFISH!”. It’s based on the popular “FISH!” video, a classic for improving service by inspiring improved attitudes and increased ownership. “LeaderFISH!” takes the six principles of serving-with-fun and spins them into ways to improve leadership skills. It’s great 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 six units in one-hour workshops over the next several months. **All workshops will take place from 9:00-11:00 in 98-B1-31.** Don’t miss these programs! Note: You are welcome to only attend those segments of interest to you; attendance at all six segments is not required. But you’ll maximize your learning by participating in all of them.

Unit One, February 5: It Starts With Me. Each relationship is a bridge between two people. The bridge must be constructed from both sides, but the leader is the one who starts building first. What are your leadership strengths? What do you think those you lead see when they watch you? How can you begin building a stronger bridge to them? **Facilitator:** Rose Kukla, Enrollment Services Project Manager

Unit Two, March 5: Be There. Being there isn’t just about being in the same room. Truly being there can transform mistrust into teamwork, individualism into shared vision. People can’t trust you if they don’t know you, and they can’t know you if you aren’t truly available to them. **Facilitator:** Ron Fremont, Associate Vice President for University Relations

Unit Three, April 2: Play. For many people, having fun is a basic human need, along with the need to be loved and to have a sense of control over one’s life. A fun work environment can also have productivity benefits, like enhanced creativity. But how and when is fun appropriate at work? As a leader, how can you establish an appropriate balance between fun and the need to be serious? **Facilitator:** Mike Sylvester, Associate Vice President for Facilities Planning & Management

Unit Four, May 7: Make Their Day. Reward programs, celebrations, even great salaries/benefits, in the absence of meaningful relationships, won’t solve morale or trust problems. Making your employee’s day often starts with simple gestures, like sincere, specific appreciation. Or asking for their opinion and then really listening. But in terms of encouragement and recognition, one size does not fit all – do you know what matters most to your staff? **Facilitator:** Bob Balzer, Executive Director, University Capital Campaign

Unit Five, June 4: Choose Your Attitude. Leaders can spend a lot of time thinking about their staff’s attitudes – and when we feel an adjustment is in order, we remind, counsel, lecture, even scold. But how often do we think about the messages in our own attitudes? How can we control our attitude, even when feeling defeated, frustrated or attacked? You may have formal authority over others, but they won’t follow you enthusiastically until you show you have power over yourself. **Facilitator:** Kevin Colaner, Associate Vice President for Student Services

Unit Six, July 16: Find It, Live It, Coach It. Good leaders live *intentionally* – they are affected less by what happens around them and more by who they have decided to be. When you’ve defined your identity, the actions you take must consistently support it. And while it’s created from your private commitment, it can only flourish through public accountability. **Facilitator:** Rose Kukla

Handling Stress at Work

Deadlines. Multiple demands. Feeling controlled by the uncontrollable. Yikes! We are all busy, but some of us seem to have developed better coping skills than others. Is there a secret to managing stress? What tools and techniques for feeling more relaxed, in control, and content are at your disposal? Awareness and action can yield freedom! Don’t miss this opportunity to rethink your reactions to stress at work.

Competencies: Work/Life Balance, Composure, Priority Setting, Personal Learning
Trainer: Nan Alvarez Gray
Date: February 12
Time: 9:00 to 11:00 a.m.
Location: CLA Bldg. 98, B1-31

Short Takes: Business Writing Tips -- NEW

Got an hour? Get tips and techniques for writing better memos, reports, and e-mails.

Competencies: Written Communication
Trainer: Ghazala Khan
Date: March 19
Time: 9:00 to 10:00 a.m.
Location: CLA Bldg. 98, B1-31



Have questions about our programs? Want to Register?

Contact ODT
(909) 869-3726

Susan Berilla, Director
(909) 869-4919

Loretta Roth, Coordinator (909)
869-2705

Organizational Development & Training
A Proud Part of Human Resource Services

Cal Poly Pomona

Organizational Development & Training
3801 W. Temple Avenue
Pomona, CA 91768
Phone: (909) 869-3726 | Fax: (909) 869-3779

<http://www.csupomona.edu/~odt>

