Division *of* Administrative Services

UNIVERSITY ORGANIZATIONAL AND PROFESSIONAL DEVELOPMENT

Fall 2016 calendar

LIVE ◢ LEARN ◤ WORK

Leadership *and* Professional Development Opportunities

VirginiaTech®

VT-shaped people prioritize purpose-driven engagement with a combination of disciplinary depth and interdisciplinary capacities.

DEVELOPING VT-SHAPED EMPLOYEES

Virginia Tech cultivates employees to become active members of the university community and the community at-large. University Organizational and Professional Development oversees the design and delivery of professional, leadership, organizational, and diversity development programs that are available to all employees. The programs support the development of VT-shaped employees and provide the tools and skills that are the foundation of purpose-driven engagement.

DEVELOPMENT

PROFESSIONAL

Each year the Professional Development team facilitates workshops and seminars to help employees build upon existing knowledge, learn new skills, and develop core workplace competencies. By partnering with university teaching and research faculty, administrative faculty, and industry-leading training providers, University Organizational and Professional Development offers a comprehensive variety of ongoing professional development workshops, desktop software training classes, and cohort-based learning experiences designed to provide Virginia Tech employees with highly engaging opportunities to enhance core workplace skills and strengthen operational knowledge.

LEADERSHIP

The Executive Development Institute is designed to strengthen individual and organizational performance and provides a unique development opportunity for high potential leaders from all segments of the university. The recently-revised program provides more professional coaching opportunities for participants and utilizes pre-defined scenarios for the Action Learning Case Study.

The Management Academy program is designed to strengthen individual and organizational performance and is specifically targeted to include mid-level leaders from all segments of the university.

ORGANIZATIONAL

The Organizational Development team provides professional resources to help maximize effectiveness, productivity, and employee engagement in the workplace. If you could use support and expertise to help your team or department more effectively navigate challenges and make the most of the opportunities before you, visit www.uopd.vt.edu to view a list of available consulting services or contact us to provide customized training for your department.

DIVERSITY

Diversity Development provides a variety of educational experiences for all employees so they can positively influence their working and learning environments. The Certificate Series offers more than 20 courses that build awareness, develop skills, and foster community around a broad range of diversity and inclusion topics.

70% of all change fails because of people issues. *Is your department ready?*

4 in 10 people cannot work cooperatively. *Are they all in your office?*

98% report experiencing uncivil behavior. *Is it happening on your team?*

Learn more at
www.uopd.vt.edu

What can we help *you develop?*

LEADERSHIP SKILLS

Professional development opportunities recommended for employees in senior level academic or administrative roles; for those charged with formulating strategic goals and inspiring others to meet organizational aims.

MANAGERIAL OR SUPERVISORY SKILLS

Professional development opportunities recommended for employees in roles involving the direct management, supervision, or oversight of other employees; for those charged with operational management, goal setting, coaching, and/or performance management responsibilities.

SKILLS AS A PROFESSIONAL OR INDIVIDUAL CONTRIBUTOR

Professional development opportunities recommended for any employee who contributes to the university's success through individual expertise, team or project participation, but may not have direct reports.

SKILLS IN ADMINISTRATIVE SUPPORT

Professional development opportunities recommended for any employee whose primary responsibilities support the work of others.

OVERALL EFFECTIVENESS (GENERAL)

Professional development opportunities recommended for employees at any level who want to develop their general effectiveness as a VT-shaped employee.

OFFICE SOFTWARE SKILLS

University Organizational and Professional Development also offers an array of Computer Desktop Application classes. Offerings include basic, intermediate, and advanced courses in Microsoft Access, Excel, OneNote, Outlook, PowerPoint, Project, Visio, and Word, along with Adobe Photoshop. A full listing is available at www.uopd.vt.edu.

Certificate programs are the perfect way to thoroughly explore the depth and breadth of a particular subject area. Employees are encouraged to discuss specific career development interests with their supervisor prior to enrolling in a certificate program. Core requirements and elective courses for the Professional and Diversity Development certificate programs are indicated below on the course calendar.

Leadership *and* Professional Development Opportunities | Fall 2016

		Leadership Skills	Managerial or Supervisory Skills	Professional or Individual Contributor Skills	Administrative Support Skills
AUGUST					
Aug. 24	**Differing Abilities** ✦ *DD Elective* Students and employees come to the university with differing abilities. This session provides an overview of the Americans with Disabilities Act, Title I, and the Interactive Process.	X	X	X	X
Aug. 31	**Fundamentals of Diversity: Appreciating Differences** ✦ *Ally Core* This workshop engages participants in thinking about and discussing the meaning of difference to discover what it means to accept differences.	X	X	X	X
SEPTEMBER					
Sept. 1	**Vet Zone** ✦ *DD Elective* Whether enlisted or commissioned; combat or non-combat; and regardless of branch of service, veterans have rich life experiences that can benefit the university. Learn about the challenges veterans face as they transition from military to civilian.	X	X	X	X
Sept. 7	**Gender Identity and Gender Expression** *DD Elective* Beyond anatomy, there are multiple ways of defining gender. This workshop examines, discusses, and expands conceptualizations of gender identity and expression.			X	
Sept. 8	**Leading Change** *PD Elective* Change is inevitable. While we may not have any control over external change, we have complete control over how we react and respond to change. Learn methods for successfully managing personal transitions.	X	X	X	
Sept. 14	**Time Management** ✦ *PD Elective* It is important to have a good set of strategies and approaches to manage workloads with effectiveness and efficiency. This workshop focuses on providing best practices for analyzing and planning work in order to optimize overall effectiveness.	X	X	X	X

calendar key

Professional Development Workshops

Diversity Development Workshops

✦   Overall Effectiveness (General)

Customer Service Core   Customer Service Excellence Certificate Core Requirement

Supervisory Excellence Core   Supervisory Excellence Certificate Core Requirement

Leadership Excellence Core   Leadership Excellence Certificate Core Requirement

PD Elective   Any Professional Development Certificate Elective

Ally Core   Diversity Ally Certificate Core Requirement

Advocate Core   Diversity Advocate Certificate Core Requirement

DD Elective   Any Diversity Development Certificate Elective

www.uopd.vt.edu

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SEPTEMBER *continued*

			Leadership Skills	Managerial or Supervisory Skills	Professional or Individual Contributor Skills	Administrative Support Skills
Sept. 15	**Emotional Intelligence**	*Leadership Excellence Core*	X	X	X	
	Explore why emotional intelligence is so important in the workplace and how it operates to promote success. Identify tools and strategies to improve emotional intelligence.					
	Generations at Work	*DD Elective*			X	X
	This session uses interactive discussions and personal reflections to develop skills to effectively communicate across generations and minimize misunderstandings.					
Sept. 20	**Net Speed 1: Setting and Achieving Goals**	*PD Elective*	X	X		
	Setting and achieving goals can increase confidence, improve self-esteem, and bring a greater sense of satisfaction. Participants will learn how to set specific, achievable goals.					
	Project Management I	*PD Elective*		X	X	X
	Learn and understand best practices for each stage in the project life cycle. Gain tools for documenting, measuring, and tracking project requirements and outcomes.					
Sept. 21	**Effective Meetings**	*PD Elective*		X	X	
	Planning and executing productive meetings is an essential skill for every employee to master. Learn the keys to ensuring that meetings are well-organized and effective.					
Sept. 22	**Transformational Leadership**	*Leadership Excellence Core*	X	X		
	Transformational Leadership is an approach that capitalizes on the unique strengths, values, and aspirations that people bring to their workplace by leading in a way that transforms individuals and organizations.					
Sept. 27	**Managing Conflict**	*PD Elective*	X	X	X	
	Participants will learn communication skills to address conflict and will have the opportunity to participate in role playing to practice those skills.					
	Women in Higher Education	*DD Elective*	X	X	X	
	Learn about the history of women at Virginia Tech, current statistics and data relating to women's experiences in higher education, and how to create a more inclusive work environment.					

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			Leadership Skills	Managerial or Supervisory Skills	Professional or Individual Contributor Skills	Administrative Support Skills
SEPTEMBER *continued*						
Sept. 29	**Understanding the International Student Experience** +	DD Elective	X	X	X	X
	Gain a better understanding of the experiences of international students studying in the United States, particularly at Virginia Tech.					
Sept. 30	**Fundamentals of Customer Service**	Customer Service Core				X
	This hands on, high energy workshop offers skills, tools, and practical applications for working effectively with internal and external customers.					
OCTOBER						
Oct. 4	**Management Skills for New Supervisors**	Supervisory Excellence Core		X		
	Gain a greater understanding of both the supervisory role and the expectations of others, while practicing and developing critical team assessment, communication, and coaching skills.					
	Intercultural Competence in the Classroom and the Workplace	DD Elective	X	X	X	
	Explore the dimensions of intercultural competence by considering the links between cultural communication tools, contextual understanding, interpretation, and the dimensions of culture.					
Oct. 6	**Diversity, Sports, and Culture**	DD Elective		X	X	
	Learn how American sports have been at the center of some major political debates and how they have helped shape the cultural attitudes, norms, and power structures.					
Oct. 11	**LGBTQ Civil Rights: Why Does Sexuality and Gender Identity/Expression Matter?** +	DD Elective	X	X	X	X
	This course looks at sexuality, gender identity, and gender expression, while giving participants a better understanding of why this is such a contentious issue in our society.					
Oct. 12	**Introduction to Diversity and Inclusion: Awareness-Action** +	Ally Core	X	X	X	X
	This session uses interactive discussion and personal reflection to develop skills to effectively investigate theoretical models describing diversity and differences and recognize the importance of self-awareness as a means of effective engagement.					
Oct. 13	**Time Management** +	PD Elective	X	X	X	X
	It is important to have a good set of strategies and approaches to manage workloads with effectiveness and efficiency. This workshop focuses on providing best practices for analyzing and planning work in order to optimize overall effectiveness.					

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OCTOBER *continued*		Leadership Skills	Managerial or Supervisory Skills	Professional or Individual Contributor Skills	Administrative Support Skills
Oct. 18	**Reflect, Rehearse, Reset: Engaging in Difficult Conversations on Race** + — DD Elective Participants will learn a series of techniques, rooted in mediation and applied theatre. Through these techniques, the class will practice navigating difficult conversations around race in order to foster reflexivity and develop skills.	X	X	X	X
Oct. 19	**Fundamentals of Diversity: Appreciating Differences** + — Ally Core This workshop engages participants in thinking about and discussing the meaning of difference to discover what it means to accept differences.	X	X	X	X
Oct. 20	**Project Management II** — PD Elective This is the second of a two part series of workshops that completes the overview of the project management process, including best practices on managing through each stage in the project life cycle.		X	X	
Oct. 25	**NetSpeed 2: Coaching to Redirect** — PD Elective Develop the skills needed to coach others as they work to meet job expectations and goals.	X	X		
Oct. 26	**Communicating Respectfully in a Diverse World** + — Ally Core Explore communication skills for promoting and including respect in the workplace, as well as ways to use communication to effectively address issues of incivility and disrespect.	X	X	X	X
Oct. 27	**Effective Meetings** — PD Elective Planning and executing productive meetings is an essential skill for every employee to master. Learn the keys to ensuring that meetings are well-organized and effective.		X	X	
	Understanding Ourselves and Our Multicultural Conflict Dynamics + — DD Elective Learn about constructive and destructive responses to conflict and develop a better understanding of the consequences of conflict in a multicultural setting.	X	X	X	X
NOVEMBER					
Nov. 1	**Privilege and Oppression** — Advocate Core Examine privilege and oppression from sociological and structural points of view. Participants will be encouraged to begin thinking about privilege and oppression as institutional, systemic, and global issues.	X	X		

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NOVEMBER *continued*	Leadership Skills	Managerial or Supervisory Skills	Professional or Individual Contributor Skills	Administrative Support Skills
Nov. 2 — **Emotional Intelligence** — *Leadership Excellence Core* Explore why emotional intelligence is so important in the workplace and how it operates to promote success. Identify tools and strategies to improve emotional intelligence.	X	X	X	
Religious Pluralism + — *DD Elective* Learn how to engage in the kind of religious dialogue that invites everyone to the table, even when everyone at the table may not agree with one another.	X	X	X	X
Nov. 3 — **Situational Leadership** — *PD Elective* Designed for leaders at every level this workshop introduces participants to a highly flexible leadership tool designed to help leaders identify specific task and/or relationship needs to effectively achieve organizational goals.	X	X		
Nov. 8 — **Critical Thinking Skills** — *PD Elective* Participants will focus on building skills in the process of gathering information, assessing situations, challenging assumptions, and making well-informed decisions, as well as effectively assessing their outcomes.		X	X	
Neurodiversity + — *DD Elective* Better understand the vast array of brain differences and cultivate an appreciation of the many kinds of talents that can be nurtured in the classroom and work environment.	X	X	X	X
Nov. 10 — **Time Management** + — *PD Elective* It is important to have a good set of strategies and approaches to manage workloads with effectiveness and efficiency. This workshop focuses on providing best practices for analyzing and planning work in order to optimize overall effectiveness.	X	X	X	X
Nov. 11 — **Effective Team Building** — *PD Elective* Learn to harness the power of teams to make decisions, solve problems, and innovate processes.		X	X	
Nov. 15 — **NetSpeed 3: Turning Performance Problems Around** — *PD Elective* Learn how to take appropriate steps to correct problem performance, while treating employees with dignity and respect.	X	X		
Nov. 16 — **Personality and Effective Communication** — *PD Elective* Using the Myers-Briggs Type Indicator (MBTI), participants will learn how personality influences communication styles and the perspectives of others.	X	X		

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NOVEMBER *continued*					
Nov. 29	**Leading Change** — PD Elective Change is inevitable. While we may not have any control over external change, we have complete control over how we react and respond to change. Learn methods for successfully managing personal transitions.	X	X	X	
DECEMBER					
Dec. 1	**Time Management** ⁺ — PD Elective It is important to have a good set of strategies and approaches to manage workloads with effectiveness and efficiency. This workshop focuses on providing best practices for analyzing and planning work in order to optimize overall effectiveness.	X	X	X	X
Dec. 2	**Listening Skills** — Customer Service Core Although hearing is automatic, listening is a skill, without which we cannot succeed in business. This workshop focuses on both the basics and complexities of listening.			X	X
Dec. 6	**Communicating Respectfully in a Diverse World** ⁺ — Ally Core Explore communication skills for promoting and including respect in the workplace, as well as ways to use communication to effectively address issues of incivility and disrespect.	X	X	X	X
Dec. 7	**Management Skills for New Supervisors** — Supervisory Excellence Core Gain a greater understanding of both the supervisory role and the expectations of others, while practicing and developing critical team assessment, communication, and coaching skills.		X		
Dec. 12	**Exploring Implicit Bias** — Advocate Core Implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. Learn to recognize biases and adopt strategies for managing bias.	X	X		
Dec. 14	**NetSpeed 4: Appraising Performance** — PD Elective Discover how to conduct well-planned performance appraisals that result in performance improvement and employee commitment.	X	X		
Dec. 15	**Effective Meetings** — PD Elective Planning and executing productive meetings is an essential skill for every employee to master. Learn the keys to ensuring that meetings are well-organized and effective.		X	X	

CERTIFICATE TRACKING LOG

Use the table below to begin tracking your professional and diversity development training accomplishments. Remember to check your Coursewhere transcripts at www.training.vt.edu for a list of previously completed University Organizational and Professional Development workshops.

Requirements	Customer Services Excellence (2 core + 3 electives)	Supervisory Excellence (2 core + 4 electives)	Leadership Excellence (2 core + 6 electives)	Diversity Ally (3 core + 3 electives)	Diversity Advocate (Ally + 2 core + 4 electives)
Core #1	Fundamentals of Customer Service	Dimensions of Management	Transformational Leadership	Introduction to Diversity and Inclusion	Privilege and Oppression
Core #2	Listening Skills	Management Skills for New Supervisors	Emotional Intelligence	Fundamentals of Diversity	Exploring Implicit Bias
Core #3	N/A	N/A	N/A	Communicating Respectfully in a Diverse World	N/A
Elective #1					
Elective #2					
Elective #3					
Elective #4	N/A			N/A	
Elective #5	N/A	N/A		N/A	N/A
Elective #6	N/A	N/A		N/A	N/A

Division *of* Administrative Services

UNIVERSITY ORGANIZATIONAL
AND PROFESSIONAL DEVELOPMENT

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