The last couple of issues were published differently, and your feedback is much appreciated. Many ideas have been submitted, and they will be making their way into future editions. While we continue to work hard at making this publication more accessible and valuable to you, the reader, we thought you might like to see how others have responded to our two question survey.

If you still haven't provided any feedback, it's not too late. Click this link here to take a short 2 question survey to help guide our future issues.

~ UHR | Connect Team
Effective Listening

Listening is a critical competency, whether you are interviewing for your first job or leading a Fortune 500 company. Surprisingly, relatively few of us have ever had any formal training in how to listen effectively. In this course, communications experts Tatiana Kolovou and Brenda Bailey-Hughes show how to assess your current listening skills, understand the challenges to effective listening (such as distractions!), and develop behaviors that will allow you to become a better listener—and a better colleague, mentor, and friend.

Optional Retirement Plan (ORP)
Members hired prior to 07/12/2011

UHR Benefits Office will be hosting a Pre-Retirement Seminar for Faculty and Staff who are members of the Optional Retirement Plan. Topics to be discussed include:

- Retiring Under the Optional Retirement Program (ORP) presented by TIAA and Fidelity
- What you need to know about Retiree Health Benefits
- Social Security and Medicare Overview

When: Friday, July 12, 2019, from 9:00 – 12:00
Where: MFRI – Classroom 1
4500 Campus Drive

Register
State Retirement & Pension System (SRPS) Members hired prior to 07/26/2011

UHR Benefits Office will be hosting a Pre-Retirement Seminar for Faculty and Staff who are members of the State Retirement & Pension System. Topics to be discussed include:

- Applying for an Estimate of Retirement Allowances
- Retiring Under the State Pension and Retirement System
- What you need to know about your pension options and Retiree Health Benefits
- Medicare Overview

**When:** Friday, July 26, 2019, from 9:00 – 12:00

**Where:** MFRI – Classroom 1
4500 Campus Drive

[Register]
LOOKING FOR CHILD CARE?

The University has partnered with the Maryland Family Network to bring an enhanced offering of its LOCATE: Child Care service.

To receive the most comprehensive, thorough, and personalized service please contact LOCATE: Child Care Service us at 1.800.999.0120. When you call, a trained LOCATE: Child Care referral specialist will help you select the best child care option for your family. Safe and reliable child care is only a phone call away. You will need to provide your UID number.

When a parent calls LOCATE for information on childcare, a counselor may:

- Discuss child care preferences such as type of care, preferred location, cost, and other important factors.
- Discuss whether the child may have a special need such as mobility problems, behavior or disability and any special modification required.
- Explain the options and childcare classes.
- Call providers or programs to identify places for family and facilitate communication between family and provider.
- Give current information on early childhood education and find quality child care providers available in the community.
- Refer families to financial resources for state subsidies such as Child Care Credit, Earned Income, etc.
- Help find other agencies or related services, such as health agencies, feeding programs (including babies and mothers), programs for unemployed, parent support groups, mental health agencies, etc.

CHILDREN WITH SPECIAL NEEDS

All children are entitled to quality child care and it is the parent’s right to make an informed decision concerning their child care needs. Maryland Family Network offers the LOCATE: Child Care Special Needs Service.

Maryland Family Network ofrece la Localice servicio de cuidado de niños para los españoles-familiar de habla. Si necesita hablar con un especialista de referencia de habla hispana.

MARYLAND FAMILY NETWORK
## JULY Event Calendar

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<td>31</td>
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Help Stop Fraud in MD State Government

Dear State Employee:

The Maryland General Assembly’s Office of Legislative Audits operates a toll-free fraud hotline for State employees to report allegations of fraud and/or abuse of State resources. Information reported to the hotline in the past has helped to eliminate certain fraudulent activities and protect State resources.

The types of activities that should be reported include, but are not limited to:

- Fraud
- Potential Conflicts of Interest
- Corruption
- Theft
- Vendor Kickbacks
- Questionable Procurement Practices
- Significant Violations of Laws and Regulations
- Misuse or Abuse of State Resources

The number to call is 1 (877) FRAUD-11 (or 1 (877) 372-8311). State employees can also use the Internet to report allegations over a secure connection at www.ola.state.md.us (click on "Stop Fraud"). Information received is considered confidential and you can remain anonymous.

The toll-free hotline is available 24 hours a day, 7 days a week. The Office of Legislative Audits is an independent, non-partisan agency that provides audit services to the General Assembly in its oversight capacity.

If you have any questions, please call the hotline for additional information.

Thank you.
Brian Tanen, CPA, CFE
Assistant Director
Office of Legislative Audits
Register for classroom sessions

1. Visit [www.training.umd.edu](http://www.training.umd.edu)
2. Use the calendar to find the course you are interested in.
3. On the event details page click the register button on the right side
4. Follow the prompt to complete registration.

Register for UHR online courses

1. Visit [umd-hr.catalog.instructure.com](http://umd-hr.catalog.instructure.com)
2. Find the course you are interested in.
3. Select enroll and follow the prompt to complete registration.
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07 Fundamentals
These courses focus on various processes, tools, and policies to guide you on the job.

09 Work-Life
These courses and workshops will teach skills applicable on-the-job and in life.

10 Certificate Programs
These courses are in-depth trainings that give you the skills you need to do your job. Upon completion of the series or class, a certificate of completion will be awarded.

13 Non-certificate Programs
These trainings provide specific skills that will prepare you for success in your career.

15 Custom Training
When it comes to training and developing your team, one size does not fit all. The Learning & Talent Development team can create learning programs tailored to meet you department’s specific needs

"Develop a passion for learning. If you do, you will never cease to grow."

-Anthony J. D’Angelo
## COURSES BY AUDIENCE

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**New Hires:** Staff with less than 1 year with the University of Maryland, College Park.

**Individual Contributors:** Staff who manage projects and/or programs. Focus is on individual, project and program effectiveness. Titles include coordinator, specialist, project manager, assistant, etc.

**Front Line Leaders:** Leaders who manage staff and team. Focus is on individual and team effectiveness. Titles include supervisor, manager, etc.

**Mid-level Leaders:** Leaders who manage teams. Focus is operational effectiveness. Titles include assistant and associate directors, senior managers, etc.

**Senior Leaders:** Leaders who manage functions and organizations. Focus is strategic and organizational effectiveness. Titles include VP, executive and senior directors, etc.
FUNDAMENTALS

New Employee Orientation
Highlights university policies, resources, and tips to help navigate our large campus community. Includes presentations by campus departments, a campus bus tour, and a visit to the Stamp Student Union.

Location: 1101U Chesapeake Building
Time: 8:30am-4:30pm
Cost: $0.00
Audience: New Hires

HR Power Hour
These monthly, 60-minute workshops review common HR policies, procedures, and tools. Each month will focus on a different topic that often needs further clarification. These workshops are dynamic and highly interactive.

Dates: July 19, Aug. 16, Sept. 20, Oct. 18, Nov. 22, Dec. 20
Location: TBA
Time: 12:00-1:00pm
Cost: $0.00
Audience: All University employees

PHR Training
The monthly PHR training is required to gain access to the Payroll Human Resources (PHR) System. The training will consist of learning how to insert employee demographics, create employee appointments, gain knowledge about pay adjustments and also creating time entry adjustments. After completion of the mandatory training, each user will then have access to the specific modules the department has given security access to.

Dates: TBA
Location: 1101U Chesapeake Building
Time: TBA
Cost: $0.00
Audience: PHR Users

Performance Review (PRD):
Process & Tools
All Staff are required to attend the PRD class. It focuses on UMD’s performance and development process including tools, tips and resources for engaging in the process. Participants will also review the PRD cycle which includes expectation setting, midway feedback, final review meetings, and the self-assessment tool. **All UMD employees should plan to attend. The second half of this training will be specifically for supervisors and the facilitator will announce at the training when non-supervisors are able to step out.

Dates: July 10, Aug. 14, Sept. 11, Oct. 9, Nov. 13, Dec. 11
Location: 1101U Chesapeake Building
Time: 1:00-3:00pm
Cost: $0.00
Audience: All University employees

FMLA: Using & Administering
Family Medical Leave
This course helps staff understand Family Medical Leave (FMLA) - the request, approval, and administrative process.

Dates: July 10, Oct. 9
Location: 1101U Chesapeake Building
Time: 9:00am-10:30am
Cost: $0.00
Audience: All University employees

HR Supervision Essentials
This course provides supervisors with tips on managing various challenges they might face including: time, attendance, discipline, and performance improvement plans.

Dates: July 10, Oct. 9
Location: 1101U Chesapeake Building
Time: 3:15-5:00pm
Cost: $0.00
Audience: Front line leaders, Mid-level leaders, Senior Leaders
Responing Effectively to Discrimination & Sexual Misconduct
This required online training program provides all university employees with an understanding of their rights, responsibilities, and resources under the university's non-discrimination and sexual misconduct policies. This includes information on how to identify, prevent, and respond to incidents of discrimination and harassment; where to report such incidents; and where to access related confidential support services on campus.
*Presented by the Office of Civil Rights & Sexual Misconduct*
- **Dates:** Available anytime online
- **Location:** Online
- **Time:** Available anytime online
- **Cost:** $0.00
- **Audience:** All University employees

Disability & Accessibility at the University of Maryland
This online training program is designed to help supervisory staff members identify and respond effectively to requests for reasonable accommodations from employees or students with disabilities, in accordance with the university's Disability and Accessibility Policy and Procedures. This includes employing best practices and available campus resources to help ensure an accessible and inclusive working and learning environment.
*Presented by the Office of Civil Rights & Sexual Misconduct*
- **Dates:** Available anytime online
- **Location:** Online
- **Time:** Available anytime online
- **Cost:** $0.00
- **Audience:** Front line leaders, Mid-level leaders, Senior leaders

Writing Effective Job Descriptions
The Writing Effective Job Descriptions eLearning tutorial is designed to provide UMD staff who are responsible for recruiting and/or hiring with an overview of the university's job description document. The tutorial details how a job description is a critical tool for successful business operations and offers the essential principles needed to craft one to support the employee and the organization as a whole.
- **Dates:** Available anytime online
- **Location:** Online
- **Time:** Available anytime online
- **Cost:** $0.00
- **Audience:** Employees who recruit and/or hire

Prepare Your Shell: Emergency Preparedness Training
The Office of Emergency Management has teamed up with UHR's Learning and Talent Development to bring emergency preparedness tips to our campus community. From instructional videos, to links, protective actions, and online tools, this information is critical for anyone who wants to improve safety on campus.
- **Dates:** Available anytime online - in English and Spanish
- **Location:** Online
- **Time:** Available anytime online
- **Cost:** $0.00
- **Audience:** All University Employees

I-9 Process & Tools
The I-9 E-Verify Complete Training online tutorial is designed as a comprehensive resource for the I-9 and E-Verify process at UMD. The tutorial is mandatory for all PHR Creators who are responsible for completing the I-9 for their units.
- **Dates:** Available anytime online
- **Location:** Online
- **Time:** Available anytime online
- **Cost:** $0.00
- **Audience:** PHR Creators

Defending Your Shell: Security Awareness Training
The Division of Information Technology in partnership with UHR's Learning and Talent Development has created this course to teach you how defend yourself and the university from IT Security threats. The goal of this training is to raise your awareness, change habits, detect and report incidents. Topics include Social Engineering, Physical Security, Data Security, Governing Laws and Security Hygiene.
- **Dates:** Available anytime online
- **Location:** Online
- **Time:** Available anytime online
- **Cost:** $0.00
- **Audience:** All University Employees
Lynda.com
UMD's free elearning tool. Visit www.lyndatraining.umd.edu and login with your UMD credentials to access online courses and tutorials on almost any topic that is of interest to you. Some of the most popular courses include Microsoft Office, Adobe Creative Cloud, Communication skills, and much more. Lynda.com is a LinkedIn company, so when you finish a course, be sure to share it on your LinkedIn profile.

**Dates:** Available anytime online
**Location:** Online -lyndatraining.umd.edu
**Time:** Available anytime online
**Cost:** $0.00
**Audience:** All University employees

Wellness Lunch & Learns
Focusing on a different health and wellness topic every month, this monthly lunch and learn provides employees with information to help them be their best self. Topics include, healthy food choices, dealing with stress, chair yoga, and more. Lunch is not provided. Visit training.umd.edu for more information about upcoming topics.

**Dates:** TBA - Visit Training.umd.edu for more information
**Location:** 1101U Chesapeake Building
**Time:** 12:00pm-1:00pm
**Cost:** $0.00
**Audience:** All University employees

Benefits Information Seminars
The University Human Resources Office of Employee Benefits hosts several seminars and workshops to help employees prepare for retirement and plan for their financial wellness. Topics include State Pension Pre-Retirement Seminars, Optional Retirement Plan Pre-Retirement Seminars, college savings plans, MSRP, and wellness fairs.

**Dates:** Varies - www.training.umd.edu for more information
**Location:** Varies - visit www.training.umd.edu for more information
**Times:** Varies - visit www.training.umd.edu for more information
**Cost:** $0.00
**Audience:** All University employees

English Language Classes (Basic to Level 3)
UHR offers English language classes from introductory to level 3. The program provides non-native English speaking staff the opportunity to develop proficiency in the English language to aid communication in the work place and as parents and community members. It is a year-long commitment from staff and supervisors and requires practice outside the weekly classes to aid in language development.

**Dates:** Email traindev@umd.edu
**Location:** McKeldin Library
**Time:** Varies
**Cost:** $0.00
**Audience:** All University employees
CERTIFICATE PROGRAMS

LDI I: Foundations of Leadership

Leadership Development Initiatives is a seven-course program that gives supervisors the essential knowledge, ideas and tools to help motivate, inspire and lead others. This highly-interactive program equips supervisors with the skills they need to build high-trust relationships through effective communication, delegation and conflict resolution. Participants also learn essential management skills for running effective meetings, performance management and training.

LDI 1:1 - Leading a High Trust Workplace

Gives leaders the skills and ideas for creating a high-trust work environment where employees feel accepted, appreciated, valued, respected and connected. Participants learn and practice a simple, yet powerful three-step tool for engaging and including everyone from basic to more complex situations or opportunities.

Dates: Sept. 17, Oct. 24 Location: 1101U Chesapeake Building Time: 9:00am-12:30pm, 1:00-4:30pm Cost: $75
Audience: Individual Contributors, Front line leaders, Mid-level leaders

LDI 1:2 - Communication Essentials

The objective of this course is to equip leaders with the communication skills to build trust, improve understanding and elevate performance. Participants gain a deeper understanding of the barriers to effective communication. They learn and practice a seven-step communication tool to clear away misunderstandings and build high-trust relationships.

Dates: Sept. 24, Oct. 31 Location: 1101U Chesapeake Building Time: 9:00am-12:30pm, 1:00-4:30pm Cost: $75
Audience: Individual Contributors, Front line leaders, Mid-level leaders

LDI 1:3 - Conflict as Opportunity

The purpose of this course is to equip leaders with the insight, knowledge and skills to effectively resolve conflict in the workplace. Instead of viewing conflict as bad or stressful, we explore how to view conflict as a powerful opportunity for personal and organizational change. Leaders learn and apply powerful tools which help them learn to put conflict into perspective and prepare them to resolve it in a healthy, productive way.

Dates: Oct. 1, Nov. 7 Location: 1101U Chesapeake Building Time: 9:00am-12:30pm, 1:00-4:30pm Cost: $75
Audience: Individual Contributors, Front line leaders, Mid-level leaders

**Please register separately for each session in the series**
LDI 1:4 - Delegation as Empowerment
Delegation is the most essential and misunderstood leadership skill. This course helps leaders understand that delegation is not about assigning work—it’s about empowering and developing people to learn, grow and accept increasing amounts of responsibility. Participants learn and practice a delegation tool that encourages employees to do the work because they want to, not because they have to.

**Dates:** Oct. 8, Nov. 14  **Location:** 1101U Chesapeake Building  **Time:** 9:00am-12:30pm, 1:00-4:30pm   **Cost:** $75

**Audience:** Individual Contributors, Front line leaders, Mid-level leaders

LDI 1:5 - Leading Effective Meetings
A Gallup survey found that American businesses waste an estimated $37 billion dollars each year in lost productivity due to unnecessary and inefficient meetings. Typically, participants find that they can eliminate half their meetings and free up at least 700 hours of time a year. This course gives leaders the tools to decide when or if meetings are necessary. Participants learn and apply skills for running meetings that are quick, efficient and outcome-focused.

**Dates:** Oct. 15, Nov. 21  **Location:** 1101U Chesapeake Building  **Time:** 9:00am-12:30pm, 1:00-4:30pm  **Cost:** $75

**Audience:** Individual Contributors, Front line leaders, Mid-level leaders

LDI 1:6 - Leaders as Trainers
One of the most important, yet often overlooked, responsibilities of a leader is to ensure their team is fully trained and cross-trained. This course equips participants with the knowledge and tools to help create and develop employees to ensure the department runs efficiently and effectively. Leaders also explore how Standard Operating Procedures (SOPs) are essential for every position.

**Dates:** Oct. 22, Dec. 5  **Location:** 1101U Chesapeake Building  **Time:** 9:00am-12:30pm, 1:00-4:30pm  **Cost:** $75

**Audience:** Individual Contributors, Front line leaders, Mid-level leaders

LDI 1:7 - Performance Management Fundamentals
This is the capstone course for the Foundations of Leadership series. This course gives leaders a simple, fair and effective process for ensuring that employees are involved and engaged in establishing and achieving performance objectives. This process also includes a strong emphasis on ensuring everyone has the knowledge, training and skills needed to perform in the current position as well as opportunities to prepare for future positions.

**Dates:** Oct. 29, Dec. 12  **Location:** 1101 Chesapeake Building  **Time:** 9:00am-12:30pm, 1:00-4:30pm  **Cost:** $75

**Audience:** Individual Contributors, Front line leaders, Mid-level leaders

**Please register separately for each session in the series**
Master Facilitator

A two-day program for anyone involved with, or interested in, learning and talent development with weighted benefit for new or experienced facilitators. You will learn adult learning theory and why it matters, experiential learning exercises that involve and excite learners, how to write effective learning objectives, how to create a learning environment that helps participants feel valued, appreciated and connected, the skills needed to be an effective facilitator, how to turn challenging participants into engaged learners, techniques for solving your own facilitation challenges, methods for quickly and effectively designing a learning program using ADDIE and ROPES, and the "Do's and Don'ts" for public speaking.

**Dates:** Oct. 15-16  **Location:** Stamp Student Union - Benjamin Banneker  **Time:** 9:00am-4:30pm  **Cost:** $500

**Audience:** Individual contributors, Front line leaders, Mid-level leaders

7 Habits of Highly Effective People

Join us for one of the most popular training programs in the world. This training, created by the Franklin Covey Company, is based on one of the best-selling books of all time, entitled The Seven Habits of Highly Effective People by Steven Covey. In this 3 day workshop, you will learn about seven habits that will lead you to be more effective in your work and personal life, truly manage your time by setting top priorities, and get better results from each hour/day.

**Dates:** TBA  **Location:** 1101U Chesapeake Building  **Time:** 9:00am-4:30pm

**Cost:** $500  **Audience:** All University Employees

Talent Development Fundamentals (Coming Soon)

UHR is proud to partner with Developmental Dimensions International (DDI) to bring their 40+ years' experience in skills development to the UMD campus. Starting this fall, courses on the A.R.T. of Interviewing, Setting Goals and Reviewing Results, Retaining Talent, Addressing Poor Performance will be available. Complete all four to earn a certificate!

**Dates:** TBA  **Location:** TBA  **Time:** TBA

**Cost:** TBA  **Audience:** Individual Contributors, Front Line Leaders

"Each part was impactful and well thought out. This is easily the best training I have ever participated in. I have learned many new skills that I plan to employ in my job to improve my presentations and facilitation. I especially enjoyed the personal connections that were made between the participants and with our facilitator, who excellently modeled effective facilitation the whole time."

-Master Facilitator Participant
**Administrative Professionals Conference**

The 4th annual conference is a jam-packed day of professional and personal development, as well as networking. Learn ways you can leverage opportunities for personal, professional and team success with new approaches for mindset, process and systems by attending sessions related to personal wellness, career development, and/or workplace effectiveness.

**Dates:** July 31, 2019  
**Location:** Stamp Student Union - Colony Ballroom  
**Time:** 8:15am-4:30pm  
**Cost:** $75  
**Audience:** Individual contributors, Front line leaders

**Facilitation Fundamentals**

This 2-part workshop gives facilitators or aspiring facilitators three “must have” skills to conduct an interactive training session. This program is 100% focused on hands-on, practical application. You will be able to demonstrate how to facilitate a session opener by breaking the pre-occupation barrier with participants, introducing yourself and the learning objectives, facilitate a learning exercise using the B.A.D. model, conduct a closing exercise using a learning validation method and/or closing story tied to three key points. In the first session, participants will learn about and practice each of these concepts. In the second session, participants will deliver a 10-minute presentation demonstrating these principles and receive feedback from their peers.

**Dates:** July 2 & 11 (Must attend both dates)  
**Location:** 1101U Chesapeake Building  
**Time:** 9:00am-12:30pm  
**Cost:** $0.00  
**Audience:** All University Employees

**Managing in a Linguistically Diverse Workplace**

Through narrative examples and empirical data, managers build empathy for non-native English speaking staff, and learn several actionable steps to effectively engage and lead their diverse teams. Participants will work collaboratively to identify solutions to real-world challenges they may be experiencing.

**Dates:** TBA  
**Location:** TBA  
**Time:** TBA  
**Cost:** $75.00  
**Audience:** Individual contributors, Front line leaders, Mid-level leaders

**CliftonStrengths**

A workshop of self-discovery, you will uncover your unique talents that you rely on to build relationships, think strategically, execute plans, and influence others. Teams or individuals will take an online assessment to uncover talent themes and descriptors.

*Presented by The Center for Leadership & Organizational Change*

**Dates:** TBA  
**Location:** TBA  
**Time:** TBA  
**Cost:** TBA  
**Audience:** All University Employees

**Thrive Thursdays**

Free 90-minute learning sessions to build your thriving workplace knowledge and skills. Topics include managing up, giving & receiving feedback, having tough conversations, and more. For more information email thrivingworkplace@umd.edu.

*Presented by The Center for Leadership & Organizational Change*

**Dates:** TBA  
**Location:** TBA  
**Time:** TBA  
**Cost:** $0.00  
**Audience:** All University Employees
**NON-CERTIFICATE PROGRAMS**

**Design Thinking**

In this highly interactive and creative workshop, you will boost your creative confidence, unleash your inner design thinker, become and idea-generating machine by embracing methods and mindset that bolster creativity and lead to innovation.

**Dates:** TBA  
**Location:** The Loft - Edward St. John Building  
**Cost:** $75  
**Time:** TBA  
**Audience:** All University Employees

**New Faculty Staff Technology Orientation**

These sessions help our new faculty and staff learn about the technology resources and support available at UMD. Learn how to activate a UMD account, connect to wireless networks, use telephone and video conferencing, download free software from TERPware, purchase hardware from the Terrapin Technology Store, create mailing lists, use Lynda.com, and more! Contact DIT Knowledge Management for more information: km-webteam@umd.edu.

*Presented by Division of Information Technology*

**Dates:** Custom  
**Location:** Online or In Person  
**Time:** Custom  
**Cost:** $0.00  
**Audience:** New Hires

**KFS - Accounting Practices for Unrestricted Funds**

Learn the basic building blocks of KFS transactions and how they affect reporting. Participants should have already attended KFS Financial Processing training and have a basic understanding of financial statements.

*Presented by The Office of the Comptroller*

**Dates:** TBA  
**Location:** TBA  
**Time:** TBA  
**Cost:** $0.00  
**Audience:** KFS Users

**Tech Training For You**

Do you feel like your office technology is outsmarting you? Is it your first time using a new system or software? Do you wish you could use your office's technology to work more efficiently? DIT Knowledge Management offers interactive learning experiences that can be customized to you or your office's needs and covers topics including, orientation to campus technology and DIT Support, Cisco IP Phones, Cisco Webex, ServiceNow Incident Management, Multi-factor authentication, and more! Contact km-webteam@umd.edu for more information.

*Presented by Division of Information Technology*

**Dates:** Custom  
**Location:** Custom  
**Time:** Custom  
**Cost:** $0.00  
**Audience:** All University Employees and Departments

**Fearless Conversations**

A learning series that will undo old assumptions, spark new insights, and lay the groundwork for transformation across your team, group, or department. This is part of the Thriving Workplace Initiative to create positive and lasting change across campus. For more information visit cloc.umd.edu/conversations.html

*Presented by The Center for Leadership & Organizational Change*

**Dates:** Varies  
**Location:** Varies  
**Time:** Varies  
**Cost:** $100  
**Audience:** All University Employees
We create learning programs tailored to meet your department’s specific needs!

**Topics Include:**

- Customer Service
- Conflict Resolution
- Time Management
- Driving Change
- Work-life Balance
- Supervising Students
- Managing Up, Down, and Across
- Leading Effective Meetings
- Effective Communication
- Building Trust
- Facilitation & Public Speaking
- True Colors-Personality Assessment
- Leadership
- Design Thinking

**A Custom Program Includes:**

- ✔️ Free assessment of current needs
- ✔️ Learning solutions customized to your needs
- ✔️ Follow-up to ensure learning transfer and sustained results

To request custom training visit [go.umd.edu/trainingrequest](http://go.umd.edu/trainingrequest)
CONTACT US

301.405.5651
traindev@umd.edu
training.umd.edu
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