Click on the course title for the Registration Page.

**BEING A CSUF CUSTOMER SERVICE GENERALIST**

*Facilitator: Marian Sherman, Professional Development Analyst*

Take service to the next level by exceeding customers' expectations. Participants will receive guidelines for handling campus internal and external customers and practice people skills which are critical for personal and organizational success. How you handle your customers affects your individual goals as well as that of your department, division, and the university. Participants will learn to communicate professionalism, gain respect, enhance customer relationships, and enjoy work more.

**Tuesday, February 6th • 10:00 a.m. – 12:00 p.m. • CP-700 Training Room**

**BUSINESS ETIQUETTE**

*Facilitator: Bren Chasse, EAP*

Basic knowledge and practice of etiquette is a valuable advantage in business. Your actions will be remembered as your company's actions. Content includes:

- Learning the rules of proper etiquette
- Practicing professionalism
- Email do's and don'ts
- Proper meeting etiquette
- Dressing for work
- Socializing with clients or customers.

**Wednesday, February 7th • 11:00 a.m. – 12:00 p.m. • CP-700 Training Room**

**PCARD POLICIES & PROCEDURES**

*Facilitator: Michael Pruitt, Procurement Operations Manager*

Required training for everyone using a university-issued procurement card (Pcard) and/or approving
Pcard purchases made by others. Participants will learn:

- Purpose and intent of P-card purchasing authority.
- Cardholder and approving official fiduciary responsibilities.
- Types and advantages of different Procurement Card Programs including the One Card, Department P-card, and Declining Balance P-card.
- Prohibited and restricted transactions and policy violations, and consequences.

**Thursday, February 8th • 2:00 – 3:30 p.m. • CP-730**

**E-MAIL ETIQUETTE & BUSINESS WRITING**

*Facilitator: Lambe Papoulia Ed.D., MCBE Department of Marketing Faculty*

This E-mail Etiquette and Business Writing workshop will focus in E-mail communications and organization. Participants will:

- Learn to compose effective and efficient E-mail in the workplace in a shorter time based on different strategies, including direct, indirect, persuasive, negative and positive messages.
- Understand the different components of E-mail, including the subject line, salutation, body copy, and signature.
- Understand the use of professional writing by studying management communication context, perception, and organization.
- Construct finished professional E-mail by analyzing key components of projected target audience.

**Thursday, February 15th • 9:30 a.m. – 11:30 a.m. • CP-700 Training Room**

**COMMUNICATING COOPERATIVELY AT WORK**

*Facilitator: Gary Bell, EAP*

Cooperation among individuals and between teams is essential to promoting both productivity and job satisfaction. Participants will learn specific steps for producing the clear communications and respectful relationships required to get these results.

**Thursday, February 15th • 12:00 – 1:00 p.m. • CP-700 Training Room**

**PCARD RECONCILIATION TRAINING**

*Facilitator: Michael Pruitt, Procurement Operations Manager*

Pcard reconciliation training is required training for everyone using a university-issued procurement card (Pcard) and/or approving Pcard purchases made by others. This session introduces participants to the US Bank online software required for reconciliation and/or review of Procurement Card transactions and includes:

- System navigation.
• Transaction review.
• Transaction expense allocation.
• Access Online printing.

Thursday, February 15th • 2:00 – 3:30 p.m. • CP-700 Training Room

THE “ME” IN CUSTOMER SERVICE—WHO AM I, KNOW THYSELF
Facilitator: Marian Sherman, Professional Development Analyst
Professionals excel when they first know and understand their own strengths and communication style. This course uses an assessment instrument, self-analysis, group discussion and dynamics to recognize and appreciate different communication and interactive styles.

*Pre-Work Assignment—Complete the free Jung Typology Assessment prior to the session, and print a copy of your “Type Description” results.*

Friday, February 16th • 10:00 a.m. – 12:00 p.m. • CP-700 Training Room

CONDUCTING EFFECTIVE PERFORMANCE EVALUATIONS (MPPs ONLY)
Facilitator: Liz Castello, Manager of Labor & Employee Relations and Compliance
This workshop is designed to prepare for the upcoming 2017/2018 annual review period for staff employees. As a participant, you will gain critical information in:

• Preparing the draft and final performance evaluation.
• Developing an evaluation that accurately reflects employee performance.
• Documenting poor performance.
• Conducting performance evaluation meetings.
• Understanding the procedures for timely and effective evaluations.
• Hear from other MPPs on how they documented performance and set goals.

*Session open to MPPs only.*

Tuesday, February 20th • 10:30 a.m. – 12:00 p.m. • CP-700 Training Room

CREATING SAFER SPACES FOR LGBTQ TITANS—FOUNDATIONS
Facilitator: Chris Datiles, LGBT Queer Resource Center Coordinator
In this first course in a two-part series, participants will:

• Develop an understanding of terminology and concepts.
• Increase cultural competency regarding LGBTQ issues.
• Reflect on ways to increase LGBTQ inclusive practices in your campus role and daily life.

Friday, February 23rd • 10:00 a.m. – 12:00 p.m. • CP-700 Training Room
**CALPERS RETIREMENT WORKSHOP**

Facilitator: CalPERS Representative

CalPERS will be presenting a workshop for California State University Fullerton employees nearing retirement. This workshop helps you plan and prepare for retirement. Learn more about CalPERS retirement benefits and the retirement process.

**Tuesday, February 27th • 9:00 – 11:30 a.m. • CP-700 Training Room  
OR 1:00 – 3:30 p.m. • CP-700 Training Room**

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**SOCIAL SECURITY: WITH YOU THROUGH LIFE’S JOURNEY**

Facilitator: Jeffrey Rodriguez, Social Security Representative

Are you thinking about retirement? Do you want to know more about Social Security? Join us for this one-hour workshop and learn:

- How do you qualify for retirement benefits?
- Can I work and receive benefits?
- How do I enroll for Medicare and when?
- What other resources are available in my local area?

Social Security Representative, Jeffrey Rodriguez will be on-site to answer your questions and assist in navigating through the Medicare maze.

**Thursday, March 1st • 11:00 a.m. – 12:00 p.m. • CP-730**

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**PRESIDENTIAL DIRECTIVE 11**

Facilitator: Michael Pruitt, Procurement Operations Manager

Presidential Directive 11 workshop addresses policies and procedures for hospitality expenditures related to food and beverage, event attendance, get-well gestures, guest travel, gifts, awards, promotional items, and memorial donations including:

- Restricted and permitted uses of various funding sources.
- Supporting documentation.
- Approving officials and written designee requirements.
- How to complete, route and approve the D11 form online.

**Thursday, March 1st • 2:00 – 3:30 p.m. • CP-730**
**PCARD POLICIES & PROCEDURES**

Facilitator: Michael Pruitt, Procurement Operations Manager

Required training for everyone using a university-issued procurement card (Pcard) and/or approving Pcard purchases made by others. Participants will learn:

- Purpose and intent of P-card purchasing authority.
- Cardholder and approving official fiduciary responsibilities.
- Types and advantages of different Procurement Card Programs including the One Card, Department P-card, and Declining Balance P-card.
- Prohibited and restricted transactions and policy violations, and consequences.

**Thursday, March 6th • 2:00 – 3:30 p.m. • CP-700 Training Room**

**CSURMA – REQUESTING CERTIFICATES OF INSURANCE AND FOREIGN TRAVEL INSURANCE**

Facilitator: Diana Ruiz, Risk Management

Learn about the CSU Risk Management Authority – CSURMA, and the following insurance programs:

- Where to start when requesting a Certificate of Insurance.
- Foreign Travel Insurance and the various departments involved to help obtain coverage.
- Quick review of the CSURMA programs.

**Monday, March 12th • 9:00 – 10:30 a.m. • CP-700 Training Room**

**YEAR-END CLOSE PROCESSES FOR FINANCIAL SERVICES, BUDGET AND PAYROLL**

Facilitators: Representatives from Accounting Services, Accounts Payable, Budget, Contracts and Procurement, Payroll, and Travel

Designed for individuals involved in division or department fiscal year-end close processes related to accounting, budget or payroll. Participants will:

- Receive an overview of the fiscal year-end close regulations, timelines, and reporting requirements.
- Review year-end close duties and tasks.
- Gain an understanding of important processing deadlines.
- Learn how to prepare for year-end close activities and associated benefits.

**Monday, March 12th • 2:00 – 4:00 p.m. • CP-700 Training Room**

**CONDUCTING EFFECTIVE PERFORMANCE EVALUATIONS (MPPs ONLY)**

Facilitator: Liz Castello, Manager of Labor & Employee Relations and Compliance

This workshop is designed to prepare for the upcoming 2017/2018 annual review period for staff employees. As a participant, you will gain critical information in:
• Preparing the draft and final performance evaluation.
• Developing an evaluation that accurately reflects employee performance.
• Documenting poor performance.
• Conducting performance evaluation meetings.
• Understanding the procedures for timely and effective evaluations.
• Hear from other MPPs on how they documented performance and set goals.

*Session open to MPPs only.*

Tuesday, March 13th • 10:00 – 11:30 a.m. • CP-700 Training Room

**Effective Note-Taking Skillshop**

*Facilitator: Victoria Morris Ph. D., Director of Professional & Organizational Development*

One of the most important elements of any meeting is good, comprehensive notes. Come learn how to make the most of your meeting notes:

• What do you write?
• How and what to abbreviate?
• What do you do after the meeting?

Tuesday, March 13th • 1:00 – 2:00 p.m. • PLS-256

**Student Technology Services**

*Facilitator: Afsaneh Hamedani, Student Technology Services Director*

Student Technology Services facilitates and enhances students’ learning experience on campus by offering variety of technology services and support channels to help Titans Reach Higher in their academic and professional careers. The aim of this presentation is to introduce faculty, staff and student assistants to these services. Attendees will learn about the technology services offered to currently enrolled students; from available software, laptop check out and smart group study rooms to how students can get technical assistance for campus related technologies.

Friday, March 16th • 12:00 – 1:00 p.m. • CP-730

**Self Defense Part 1 – Lecture Format**

*Facilitator: CSUF University Police*

This course will provide an overview of red flags and strategies for protecting yourself. Learn how to avoid danger in situations that do not seem right. The follow-up hands-on session will be held on March 21st.

Monday, March 19th • 10:00 – 11:00 a.m. • CP-700 Training Room
MANAGING EMPLOYEE ATTENDANCE (MPPs Only)
Facilitator: Liz Castello, Manager of Labor & Employee Relations and Compliance
This workshop is designed to help managers and supervisors manage attendance effectively. As a participant, you will gain critical information in:

- How to identify an attendance issue
- Corrective action for attendance and tardiness
- Understanding employee leave rights under the CBA and federal and state laws
- How to control absenteeism and tardiness

*Session open to MPPs only.*

Tuesday, March 20th • 10:00 – 11:00 a.m. • CP-700 Training Room

PCARD RECONCILIATION TRAINING
Facilitator: Michael Pruitt, Procurement Operations Manager
Pcard reconciliation training is required training for everyone using a university-issued procurement card (Pcard) and/or approving Pcard purchases made by others. This session introduces participants to the US Bank online software required for reconciliation and/or review of Procurement Card transaction and includes:

- System navigation.
- Transaction review.
- Transaction expense allocation.
- Access Online printing.

Tuesday, March 20th • 2:00 – 3:30 p.m. • CP-700 Training Room

SELF DEFENSE PART 2 – HANDS ON FORMAT
Facilitator: CSUF University Police
In this hands-on workshop, participants will:

- Learn how to make a fist.
- Understand where to attack for the greatest impact.
- Practice on a Redman.
- Learn how to protect themselves.

*This is an active session. Please wear comfortable clothing and shoes.*

Wednesday, March 21st • 10:00 – 11:00 a.m. • KHS-268
**GETTING LINKEDIN: BEST PRACTICES**

*Facilitator: Ryan, Zervakos, LinkedIn Representative*

LinkedIn is the most powerful business social network in the world with over 600 million members and over 14 million jobs. LinkedIn’s platform is a place to create your own personal, professional brand for free. In this workshop, we will discuss tips and tricks for the best profiles, how and why to connect with your colleagues and students, and how to best use the network to develop yourself professionally.

**Thursday, March 22nd • 1:30 – 2:30 p.m. • PLS-256**

**CREATING SAFER SPACES FOR LGBTQ TITANS—FOUNDATIONS**

*Facilitator: Chris Datiles, LGBT Queer Resource Center Coordinator*

In this first course in a two-part series, participants will:

- Develop an understanding of terminology and concepts.
- Increase cultural competency regarding LGBTQ issues.
- Reflect on ways to increase LGBTQ inclusive practices in your campus role and daily life.

The second course in this series, ‘Creating Safer Spaces for LGBTQ Titans – Support Skills and Practices,’ will be held on April 20th.

**Friday, March 23rd • 10:00 a.m. – 12:00 p.m. • CP-700 Training Room**

**CONDUCTING EFFECTIVE PERFORMANCE EVALUATIONS (DEPARTMENT CHAIRS ONLY)**

*Facilitator: Liz Castello, Manager of Labor & Employee Relations and Compliance*

This workshop is designed to prepare for the upcoming 2017/2018 annual review period for staff employees. As a participant, you will gain critical information in:

- Understanding your role as Chair in providing accurate input to the appropriate administrator on the employee’s job performance.
- Understanding what information should be included in the evaluation.
- How to identify attendance issues.
- Ensuring timely evaluations.
- Documenting poor performance.

*Session open to Department Chairs only.*

**Monday, March 26th • 10:00 – 11:30 a.m. • CP-700 Training Room**

**CONDUCTING EFFECTIVE PERFORMANCE EVALUATIONS (MPPS ONLY)**

*Facilitator: Liz Castello, Manager of Labor & Employee Relations and Compliance*

This workshop is designed to prepare for the upcoming 2017/2018 annual review period for staff employees. As a participant, you will gain critical information in:
• Preparing the draft and final performance evaluation.
• Developing an evaluation that accurately reflects employee performance.
• Documenting poor performance.
• Conducting performance evaluation meetings.
• Understanding the procedures for timely and effective evaluations.
• Hear from other MPPs on how they documented performance and set goals.

*Session open to MPPs only.*

Tuesday, March 27th • 1:00 – 2:30 p.m. • CP-700 Training Room

YEAR-END CLOSE PROCESSES FOR FINANCIAL SERVICES, BUDGET AND PAYROLL

Facilitators: Representatives from Accounting Services, Accounts Payable, Budget, Contracts and Procurement, Payroll, and Travel

Designed for individuals involved in division or department fiscal year-end close processes related to accounting, budget or payroll. Participants will:

• Receive an overview of the fiscal year-end close regulations, timelines, and reporting requirements.
• Review year-end close duties and tasks.
• Gain an understanding of important processing deadlines.
• Learn how to prepare for year-end close activities and associated benefits.

Wednesday, March 28th • 2:00 – 4:00 p.m. • CP-700 Training Room

INTRO TO LABOR & EMPLOYEE RELATIONS (MPPS ONLY)

Facilitator: Liz Castello, Manager of Labor & Employee Relations and Compliance

Designed to introduce the concept of Labor Relations and provide tools for managers to manage effectively in a collective bargaining environment.

• Understand the concept of Labor Relations and become familiar with the applicable Laws.
• Identify which employees are represented by a union and which are not.
• Identify the appropriate CBA that applies to each represented employee.
• Understand and fulfill managements’ fundamental obligations under the applicable CBA(s) and under the HEERA.

*Session open to MPPs only.*

Tuesday, April 10th • 10:00 a.m. – 12:00 p.m. • CP-700 Training Room

April

Click on the course title for the Registration Page.
**PRESIDENTIAL DIRECTIVE 11**

Facilitator: Michael Pruitt, Procurement Operations Manager

Presidential Directive 11 workshop addresses policies and procedures for hospitality expenditures related to food and beverage, event attendance, get-well gestures, guest travel, gifts, awards, promotional items, and memorial donations including:

- Restricted and permitted uses of various funding sources.
- Supporting documentation.
- Approving officials and written designee requirements.
- How to complete, route and approve the D11 form online.

**Tuesday, April 17th • 2:00 – 3:30 a.m. • CP-700 Training Room**

**PCARD POLICIES & PROCEDURES**

Facilitator: Michael Pruitt, Procurement Operations Manager

Required training for everyone using a university-issued procurement card (Pcard) and/or approving Pcard purchases made by others. Participants will learn:

- Purpose and intent of P-card purchasing authority.
- Cardholder and approving official fiduciary responsibilities.
- Types and advantages of different Procurement Card Programs including the One Card, Department P-card, and Declining Balance P-card.
- Prohibited and restricted transactions and policy violations, and consequences.

**Wednesday, April 18th • 10:00 – 11:30 a.m. • CP-730**

**CREATING SAFER SPACES FOR LGBTQ TITANS – SUPPORT SKILLS & PRACTICES**

Facilitator: Chris Datiles, LGBT Queer Resource Center Coordinator

Develop an understanding of LGBTQ identity development models, learn how to utilize basic LGBTQ affirming counseling skills, practice skills through case scenarios.

*Prerequisite: Creating Safer Spaces for LGBTQ Titans – Foundations (Feb. 23rd & Mar. 23rd)*

**Friday, April 20th • 10:00 a.m. – 12:00 p.m. • CP-700 Training Room**

**CLASSIFICATION & COMPENSATION ACTION REQUEST (CCAR) - STAFF**

Facilitator: Silvia Gonzalez, Class & Comp Specialist

Several Classification/Compensation forms have been consolidated to create a simple, streamlined process. This allows individual staff members to submit the following Action Requests as per appropriate collective bargaining agreements:
• Classification Review
• In Range Progression

This in-person training will focus on how to submit classification review & in-range progression requests.

**Tuesday, April 24th • 10:00 – 11:00 a.m. • CP-730**

**PCARD RECONCILIATION TRAINING**

*Facilitator: Michael Pruitt, Procurement Operations Manager*

Pcard reconciliation training is required training for everyone using a university-issued procurement card (Pcard) and/or approving Pcard purchases made by others. This session introduces participants to the US Bank online software required for reconciliation and/or review of Procurement Card transactions and includes:

• System navigation.
• Transaction review.
• Transaction expense allocation.
• Access Online printing.

**Tuesday, April 24th • 10:00 – 11:30 a.m. • CP-700 Training Room**

**CLASSIFICATION & COMPENSATION ACTION REQUEST (CCAR) - MPPS ONLY**

*Facilitator: Silvia Gonzalez, Class & Comp Specialist*

Several Classification/Compensation forms have been consolidated to create a simple, streamlined process. This allows individual managers to submit the following Action Requests:

• Classification Review
• In Range Progression
• Stipend
• Supervisor Update
• Additional Responsibilities Increase
• Equity Increase

This in-person training will focus on how to submit requests.

**Wednesday, April 25th • 10:00 – 11:00 a.m. • CP-730**

**CLASSIFICATION & COMPENSATION ESSENTIALS—MPPS ONLY**

*Facilitator: Silvia Gonzalez, Class & Comp Specialist*

The Classification and Compensation Unit administers all pay programs for staff bargaining unit and Management Personnel Plan (MPP) positions on campus.
This in-person training will focus on learning and/or reviewing the requirements and processes involved in a Classification Review, Position Description, In-Range Progression, Salary Stipend, and Reassignment.

**Thursday, April 26th • 10:00 – 11:00 a.m. • CP-700 Training Room**

**Click on the course title for the Registration Page.**

**CALPERS RETIREMENT WORKSHOP**

*Facilitator: CalPERS Representative*

CalPERS will be presenting a workshop for California State University Fullerton employees nearing retirement. This workshop helps you plan and prepare for retirement. Learn more about CalPERS retirement benefits and the retirement process.

**Tuesday, May 1st • 9:00 – 11:30 a.m. • CP-700 Training Room**

**OR 1:00 – 3:30 p.m. • CP-700 Training Room**

**PRESIDENTIAL DIRECTIVE 11**

*Facilitator: Michael Pruitt, Procurement Operations Manager*

Presidential Directive 11 workshop addresses policies and procedures for hospitality expenditures related to food and beverage, event attendance, get-well gestures, guest travel, gifts, awards, promotional items, and memorial donations including:

- Restricted and permitted uses of various funding sources.
- Supporting documentation.
- Approving officials and written designee requirements.
- How to complete, route and approve the D11 form online.

**Wednesday, May 2nd • 9:00 – 10:30 a.m. • CP-700 Training Room**

**THE VETERAN CONTINUUM EXPLAINED**

*Facilitator: Catherine Ward, Veterans Resource Center Interim Director*

The aim of this one hour workshop is to introduce you to the veteran experience. Attendees will learn about military culture, what it means to transition from a military identity to a civilian identity, current research on veteran issues, and how the CSUF Veterans Resource Center supports veterans from a strengths-based perspective.

**Thursday, May 3rd • 12:00 – 1:00 p.m. • CP-730**
**INTRO TO LABOR & EMPLOYEE RELATIONS (MPPs ONLY)**

*Facilitator: Liz Castello, Manager of Labor & Employee Relations and Compliance*

Designed to introduce the concept of Labor Relations and provide tools for managers to manage effectively in a collective bargaining environment.

- Understand the concept of Labor Relations and become familiar with the applicable Laws.
- Identify which employees are represented by a union and which are not.
- Identify the appropriate CBA that applies to each represented employee.
- Understand and fulfill managements’ fundamental obligations under the applicable CBA(s) and under the HEERA.

*Session open to MPPs only.*

**Tuesday, May 8th • 10:00 a.m. – 12:00 p.m. • CP-730**

**CALPERS—COMPLETING YOUR APPLICATION**

*Facilitator: CalPERS Representative*

In this workshop, designed for individuals planning to retire in 3-4 months, a CalPERS representative will walk you through the process of completing your retirement application.

**Tuesday, May 15th • 9:00 – 11:00 a.m. • CP-700 Training Room**

OR **1:00—3:00 p.m. • CP-700 Training Room**
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