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.

*Module II in the CSUF Customer Service Certificate.*

**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 Papoulias 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. Module I of the CSUF Customer Service Certificate Program, 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**

**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

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

MANAGING EMPLOYEE ATTENDANCE (MPPS ONLY)

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

The objective of this training is to help managers and supervisors manage attendance effectively. We
will discuss various issues to include: how to identify causes of attendance problems, understanding
the requirements of CSUF’s attendance policy, how to control absenteeism and lateness, and how to
encourage punctuality and good attendance. The value and role of performance evaluations as a
performance management tool.

*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
transactions 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**

**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, 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*

Designed to provide Department Chairs with knowledge and tools necessary to effectively utilize
performance evaluations in optimizing staff performance, participants will learn:

- The value and role of performance evaluations as a performance management tool.
- How to prepare for the performance evaluation process.
- How to develop an evaluation that accurately reflects employee performance and motivates
  staff to excel.
- How to set effective goals.
- How to conduct performance evaluation meetings.

*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**

**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**

**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 management’s 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

**RESOURCES**

- [HRDI Home](#)
- [POD Home](#)
- [Employee Training Center (ETC)](#)
- [ETC Portal](#)
- [Lynda.com](#)
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Click on the course title for the Registration Page.

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