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Spring 2017 (Click to go directly to a month)

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February 2017

PCARD POLICIES AND PROCEDURES

Facilitator: Clara Bowman, eBusiness Programs Specialist

Required training for everyone using a university-issued procurement card (P-card) and/or approving P-card 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 9th • 9:00 – 11:00 am • CP-700 Training Room

REGISTER NOW

SELF DEFENSE TECHNIQUES FOR WOMEN PART 1 – LECTURE

Facilitators: Detective Rosales & Officer Cappuccio

This course will provide an overview of red flags, how to avoid danger in situations that do not seem right, and strategies for protecting yourself. The second hands-on session will be held on March 1st. Participants are encouraged but do not have to attend both sessions.

Monday, February 13th • 10:00 am – 12:00 pm • CP-700 Training Room

REGISTER NOW

BUILDING THE FOUNDATION FOR EXCEPTIONAL CUSTOMER SERVICE (EAP)

Facilitator: Derrick Harvey, EAP

This course provides the strategies and tools for assessing and improving the essentials of customer service in respect to customer expectations and the organization's mission.

Wednesday, February 15th • 12:00 – 1:00 pm • CP-730

REGISTER NOW

AUTHOR SERIES: HIGHER EDUCATION ACCESS & CHOICE FOR LATINO STUDENTS

Facilitators: Dr. Patricia Perez, Chicana & Chicano Studies Dept. Chair

Join CSUF Author Professor Patricia Perez to explore lessons learned from her research and recently published book: Higher Education Access and Choice for Latino Students: Critical Findings and Theoretical Perspectives. Participants will learn how to support Latino students in higher education. Professor Perez will lead a discussion focused on tips and strategies to promote retention and success of Latino students who have already accessed higher education.

Friday, February 17th • 12:00 – 1:00 pm • CP-700 Training Room

REGISTER NOW

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.

**Thursday, February 23rd • 9:00 – 11:30 am • PLN-130
OR 1:00 – 3:30 pm • PLN-130**

REGISTER NOW

MANAGING EMPLOYEE ATTENDANCE – MPP ONLY

Facilitator: Liz Castello, Interim Assistant Director of Staff Labor and Employee Relations and Compliance

The objective of this training is to help managers and supervisors manage attendance effectively. We will discuss various issues including: identifying causes of attendance problems, understanding the requirements of CSUF's attendance policy, controlling absenteeism and lateness, and encouraging punctuality and good attendance.

Session open to MPPs only.

Monday, February 27th • 10:00 – 11:30 am • CP-700 Training Room

REGISTER NOW

March 2017

SELF DEFENSE TECHNIQUES FOR WOMEN PART 2 – HANDS ON FORMAT

Facilitator: Detective Rosales, Officer Cappuccio

Spring 2017

In this hands-on workshop, designed for women, 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.

Wednesday, March 1st • 10:00 am – 12:00 pm • SRC Dance Studio

REGISTER NOW

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 2nd • 2:00 – 3:30 pm • CP-700 Training Room

REGISTER NOW

PCARD RECONCILIATION

Facilitator: Clara Bowman, eBusiness Programs Specialist

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

Monday, March 6th • 9:00 – 11:00 am • CP-700 Training Room

REGISTER NOW

DATA & STATISTICS AT CAL STATE FULLERTON

Facilitator: Sunny Moon, Director of Institutional Research & Analytical Studies

Spring 2017

Do you want to know about Cal State Fullerton? Ever wonder how FTES, retention and graduation rates are defined or how they influence your program? Would you like to know more about where to find data sources for Cal State Fullerton, other CSUs, and US higher education institutions? Participants will:

- Receive an overview of Cal State Fullerton data related to admissions, enrollment, and graduation.
- Learn how to search data on the website of Institutional Research & Analytical Studies (IRAS).
- Develop a better understanding of our data and how our data gets used by the campus and external groups/organizations.

Tuesday, March 7th • 10:00 am – 12:00 pm • CP-700 Training Room

REGISTER NOW

CONDUCTING EFFECTIVE PERFORMANCE EVALUATIONS – MPPS ONLY

Facilitator: Liz Castello, Interim Assistant Director of Staff Labor and Employee Relations and Compliance

Designed to provide managers 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 MPPs only.

Wednesday, March 8th • 10:00 – 11:30 am • CP-730

REGISTER NOW

UNDERSTANDING PERFORMANCE MANAGEMENT – MPPS ONLY

Facilitator: Liz Castello, Interim Assistant Director of Staff Labor and Employee Relations and Compliance

Designed to provide managers with knowledge and tools necessary to effectively utilize performance evaluations in optimizing staff performance year round.

- The value and role of performance evaluations as a performance management tool
- How to prepare for the performance evaluation process
- How to evaluate performance year around.

Session open to MPPs only.

Thursday, March 16th • 10:00 am – 12:00 pm • CP-700 Training Room

REGISTER NOW

EFFECTIVE STRATEGIES FOR INTERPERSONAL COMMUNICATION (EAP)

Facilitator: Derrick Harvey, EAP

Provides the strategies and tools for assessing and improving the essentials of customer service in respect to customer expectations and the organization's mission.

Thursday, March 16th • 12:00 pm – 1:00 pm • CP-730

REGISTER NOW

CONDUCTING EFFECTIVE PERFORMANCE EVALUATIONS – DEPT. CHAIRS ONLY

Facilitator: Liz Castello, Interim Assistant Director of Staff Labor and 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.

Thursday, March 23rd • 10:00 – 11:30 am • CP-700 Training Room

REGISTER NOW

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

Facilitator: Lynn Ganac, Director of Financial Services

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.

Tuesday, March 28th • 9:30 am – 11:30 am • CP-700 Training Room

REGISTER NOW

OR Thursday, March 30th • 2:00 pm – 4:00 pm • CP-700 Training Room

April 2017

STAFF PERFORMANCE EVALUATION PROCESS

Facilitator: Liz Castello, Interim Assistant Director of Staff Labor and Employee Relations and Compliance

Designed for staff, this workshop will outline the purpose and impact of the performance evaluation process. Participants will:

- Understand how performance is evaluated.
- Review the roles of the manager and the employee in the Performance Evaluation process.
- Differentiate between Performance Management and Performance Evaluation.
- Explore how to participate actively in the Performance Management Process.
- Understand the evaluation process as outlined in the Collective Bargaining Agreement.

Session for staff only.

Thursday, April 6th • 10:00 am – 11:30 am • CP-730

REGISTER NOW

CREATING SAFER SPACES FOR LGBTQ TITANS - FOUNDATIONS

Facilitator: Chris Datiles, LGBT Queer Resource Center Coordinator

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

- To develop an understanding of gender identity, gender presentation, designated sex at birth, sexual orientation, romantic orientation, and attraction
- To increase cultural competency in regarding issues and resources relevant to LGBTQ students
- To reflect on ways to increase LGBTQ inclusive practices in your role and department

Part 2 of this series, 'Creating Safer Spaces for LGBTQ Titans – Basic Skills and Practices', is scheduled for May 2017.

Friday, April 7th • 1:00 pm – 3:00 pm • CP-700 Training Room

Tuesday, April 18th • 9:00 am – 11:00 am • CP-730

Friday, April 21st • 1:00 pm – 3:00 pm • CP-700 Training Room

REGISTER NOW

CPR/AED ADULT, CHILD AND INFANT

Spring 2017

Facilitators: Co Wilkins, Occupational Safety Officer, & Frank Chavoya, Safety Trainer

Participants learn how to perform CPR and care for breathing and cardiac emergencies in adults, infants and children under the age of 12. Participants also learn how to use automatic external defibrillators. This class qualifies for American Red Cross Certification-2 years.

IMPORTANT - \$20 per person materials fee.

Monday, April 10th • 8:00 am – 12:00 pm • CP-700 Training Room

REGISTER NOW

FIRST AID

Facilitators: Co Wilkins, Occupational Safety Officer, & Frank Chavoya, Safety Trainer

Participants learn to recognize and care for a variety of first aid emergencies, such as burns, cuts and scrapes, sudden illnesses, head, neck and back injuries, and heat and cold emergencies. Training meets OSHA Guidelines for First Aid Programs and combines lecture, interactive video demonstrations featuring emergency scenarios that are likely to occur in a variety of environments and hands-on training to teach participants lifesaving skills. This class qualifies for American Red Cross Certification-2 years.

IMPORTANT - \$20 per person materials fee.

Monday, April 10th • 1:00 – 5:00 pm • CP-700 Training Room

REGISTER NOW

CLASSIFICATION & COMPENSATION ACTION REQUEST (CCAR) - STAFF

Facilitator: Silvia Gonzalez, Compensation & Classification Specialist/Administrator

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

- Classification Review
- In Range Progression

This in person training will focus on how to submit classification review and in-range progression requests. It also serves as a forum for participants to ask questions.

Tuesday, April 11th • 10:00 – 11:00 am • CP-730

REGISTER NOW

CLASSIFICATION & COMPENSATION ESSENTIALS – MPPS ONLY

Facilitator: Maria Gonzalez, Manager Compensation & Classification

The Classification and Compensation Unit administers all pay programs for staff bargaining unit and Management Personnel Plan (MPP) positions on campus.

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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 13th • 10:00 – 11:00 am • CP-700 Training Room

REGISTER NOW

CLASSIFICATION & COMPENSATION ACTION REQUEST (CCAR) – MPPs ONLY

Facilitator: Silvia Gonzalez, Compensation & Classification Specialist/Administrator

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

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

This in-person training will focus on how to submit requests and then become an open forum to allow participants to ask questions.

Friday, April 14th • 10:00 – 11:00 am • CP-730

REGISTER NOW

PCARD POLICIES AND PROCEDURES

Facilitator: Clara Bowman, eBusiness Programs Specialist

Required training for everyone using a university-issued procurement card (P-card) and/or approving P-card 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.

Friday, April 14th • 9:00 – 11:00 am • CP-700 Training Room

REGISTER NOW

Spring 2017

EFFECTIVE ASSERTIVENESS

Facilitators: Derrick Harvey, EAP

This course provides information on how to handle stress-generating situations by using the practical strategies of assertiveness constructively for positive outcomes.

Monday, April 18th • 12:00 – 1:00 pm • CP-700 Training Room

REGISTER NOW

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, April 20th • 10:00 – 11:30 am • CP-730

REGISTER NOW

CONDUCTING EFFECTIVE PERFORMANCE EVALUATIONS – MPPS ONLY

Facilitator: Liz Castello, Interim Assistant Director of Staff Labor and Employee Relations and Compliance

Designed to exclusively for MPPs, this workshop provides 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

Thursday, April 20th • 10:00 – 11:30 am • CP-700 Training Room

REGISTER NOW

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EFFECTIVE DISCIPLINE – MPPs ONLY

Facilitator: Liz Castello, Interim Assistant Director of Staff Labor and Employee Relations and Compliance

Designed exclusively for MPPs, this workshop will explore the nuts and bolts of progressive discipline. Participants will gain the knowledge of:

- The difference between corrective action, formal discipline, progressive discipline, and effective discipline.
- When to use corrective action versus formal discipline and vice versa.
- Managements' fundamental obligations under the applicable CBA(s), HEERA, Title 5, the Ed Code, and the Personnel Board.

Session open to MPPs only.

Monday, April 24th • 10:00 am – 12:00 pm • CP-700 Training Room

REGISTER NOW

WORKERS' COMPENSATION POLICIES & PROCEDURES: AN OVERVIEW

Facilitator: Alisha Brown, Manager, Workers' Compensation & Disability Accommodations

Designed to familiarize staff, managers and department chairs with workers compensation requirements and specific forms and procedures, participants will learn:

- Types of injuries covered, applicable laws and available benefits.
- University reporting guidelines and forms.
- Return to work policy and procedures.
- Reasonable accommodation factors and expectations for temporary and permanent restrictions.

Wednesday, April 26th • 2:30 – 3:30 pm • CP-700 Training Room

REGISTER NOW

CALPERS – COMPLETING YOUR APPLICATION

Facilitator: CalPERS Representative

A CalPERS representative will walk you through the process of completing your retirement application.

Thursday, April 27th • 10:00 am – 12:00 pm • CP-700 Training Room

OR 1:30 – 3:30 pm • CP-700 Training Room

REGISTER NOW

[DATA & STATISTICS AT CAL STATE FULLERTON](#)

Facilitator: Sunny Moon, Director of Institutional Research & Analytical Studies

Do you want to know about Cal State Fullerton? Ever wonder how FTES, retention and graduation rates are defined or how they influence your program? Would you like to know more about where to find data sources for Cal State Fullerton, other CSUs, and US higher education institutions? Participants will:

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- Learn how to search data in the website of Institutional Research & Analytical Studies (IRAS).

Develop a better understanding of our data and how our data gets used by the campus and external groups/organizations.

Thursday, May 4th • 10:00 am – 12:00 pm • CP-700 Training Room

REGISTER NOW

[CREATING SAFER SPACES FOR LGBTQ TITANS – BASIC SKILLS & PRACTICES](#)

Facilitator: Chris Datiles, LGBT Queer Resource Center Coordinator

In this second course of a two-part series, participants will learn:

- To develop an understanding of identify development models related to the LGBTQ community.
- To utilize basic LGBTQ affirming counseling skills in supporting LGBTQ students through interactive activities.
- To identify reportable Title IX and bias incidents.

Friday, May 5th • 1:00 pm – 3:00 pm • CP-700 Training Room

OR Thursday, May 18th • 2:30 pm – 4:30 pm • CP-700 Training Room

REGISTER NOW

[PCARD RECONCILIATION](#)

Facilitator: Clara Bowman, eBusiness Programs Specialist

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

Spring 2017

- Access Online printing

Tuesday, May 9th • 9:00 – 11:00 am • CP-700 Training Room

REGISTER NOW

CONDUCTING EFFECTIVE PERFORMANCE EVALUATIONS – MPPs ONLY

Facilitators: Michelle Tapper, Interim Director of Labor and Employee Relations and Compliance, & Liz Castello, Interim Assistant Director of Staff Labor and Employee Relations and Compliance

Designed to provide MPPs 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 MPPs only.

Wednesday, May 10th • 10:00 – 11:30 am • CP-730

REGISTER NOW

GRIEVANCE HANDLING – MPPs ONLY

Facilitators: Michelle Tapper, Interim Director of Labor and Employee Relations and Compliance, & Liz Castello, Interim Assistant Director of Staff Labor and Employee Relations and Compliance

Designed to provide managers with knowledge and tools necessary to understand how to handle a Grievance and respond to a Grievance. Participants will:

- Gain an understanding of what a Grievance is.
- Learn who can file a Grievance.

Session open to MPPs only.

Thursday, May 11th • 10:00 – 11:30 am • CP-700 Training Room

REGISTER NOW

STUDENT SUCCESS DASHBOARD

Facilitator: Sunny Moon, Director of Institutional Research & Analytical Studies

Improving student persistence, increasing graduation rates and lowering achievement gaps between underrepresented and non-underrepresented students are parts of a strategic goal at CSUF. The Student Success Dashboard tracks and compares performance of both first-time freshman and new transfer students cohorts broken down by gender, ethnic-race, parents' education, underrepresented status, college at entry, latest college, and prior institution type. It furthermore allows the users to

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drill down on a particular subgroup of students in order to obtain detailed actionable student-level information that can be used for, among other things, intervention. Participants will learn about intervention opportunities provided by the dashboard and receive an overview of the Success Dashboard.

Tuesday, May 16th • 10:00 am – 12:00 pm • CP-700 Training Room

REGISTER NOW

E-MAIL ETIQUETTE AND BUSINESS WRITING

Facilitator: Lambe Papoulias, Dept. of Communications Faculty

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

- Learn to compose effective and efficient E-mail in the workplace 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.

Wednesday, May 17th • 1:00 – 3:00 pm • CP-700 Training Room

REGISTER NOW

CREATING COHESION

Facilitator: Derrick Harvey, EAP

Cohesiveness is the extent to which team members stick together and remain united in pursuit of a common goal. Lack of cohesion within a work environment results in unnecessary stress among coworkers. Participants will:

- Discover tools to build trust in the workplace.
- Learn techniques that enable cohesive teamwork.

Tuesday, May 23rd • 12:00 – 1:00 pm • CP-700 Training Room

REGISTER NOW

June 2017

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.

Wednesday, June 7th • 9:00 am – 11:30 am • CP-700 Training Room

REGISTER NOW

OR 1:00 – 2:30 pm • CP-700 Training Room

Spring Semester 2017

MEDITATION MONDAYS

Facilitator: Marian Sherman, Professional & Organizational Development Analyst

Every Monday • 11:30 am – 12:00 pm • CP-730

REGISTER NOW

Questions?

[Click Here](#) for Registration Instructions

Contact **Professional & Organizational Development**
for questions about upcoming workshops at x3883 or HRPD@fullerton.edu

Contact the **Employee Training Center**
for questions about the registration system at x2064
or EmployeeTrainingCenter@fullerton.edu