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FEBRUARY

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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

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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.

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- 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

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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

MARCH

Click on the course title for the Registration Page.

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

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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:

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- 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

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 • 12:00 – 1:00 p.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

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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 • 12:00 – 1:00 p.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.

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- 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 (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

APRIL

Click on the course title for the Registration Page.

TEAMBUILDING

Facilitator: Bren Chasse, LMFT, EAP

Teambuilding is the process used to create, maintain and enrich the development of a group of people

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into cohesive work group. Content includes:

- The stages and challenges of teambuilding.
- Analyzing the different personality and communication styles and their impact on the team.
- Recognizing the common goals that the team is working toward and building unity with other members in the group.

Friday, April 6th • 10:00 a.m. – 12:00 p.m. • CP-700 Training Room

LEARN FORMS FOR ACCOUNTING SERVICES AND FINANCIAL REPORTING

Facilitator: Lynn Ganac, Accounting Services & Financial Reporting

Designed for all campus employees, participants will understand the differences and correct usage of the various accounting forms:

- Expenditure Transfer Request Form (ETR).
- Deposit or Reimbursement to University Account form.
- Request for Invoice (RFI).

Friday, April 6th • 2:00 – 4:00 p.m. • PLS-256

DEALING WITH DIFFICULT PEOPLE

Facilitator: Gary Bell, LMFT, EAP

This course offers an alternative view of "difficult people," and insightful strategies to better cope with their behavior, increase cooperation and improve team productivity.

Monday, April 9th • 1:00 – 2:30 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, April 10th • 10:00 a.m. – 12:00 p.m. • CP-700 Training Room

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RESPECT IN THE WORKPLACE

Facilitator: Bren Chasse, LMFT, EAP

A healthy work environment promotes mutual respect and positive co-worker relationships. Content includes:

- Recognizing characteristics of a respectful workplace.
- Promoting respect in the workplace.
- Responding appropriately to disrespectful behavior.

Thursday, April 12th • 9:00 – 10:30 a.m. • CP-730

LEARN FORMS FOR ACCOUNTING SERVICES AND FINANCIAL REPORTING

Facilitator: Lynn Ganac, Accounting Services & Financial Reporting

Designed for all campus employees, participants will understand the differences and correct usage of the various accounting forms:

- Expenditure Transfer Request Form (ETR).
- Deposit or Reimbursement to University Account form.
- Request for Invoice (RFI).

Friday, April 13th • 2:00 – 4:00 p.m. • PLS-256

EFFECTIVE MEETING PLANNING

Facilitator: Gary Bell, LMFT, EAP

Meetings continue to be an important part of conducting business. Research indicates that over 50% of meeting time is unproductive. Therefore, it is crucial to examine ways to improve their effectiveness. Content includes:

- Effect of unproductive meetings.
- Why do we continue to have them?
- Effective meeting tips.
- Effective meeting leaders.
- Evaluate meetings & keeping on track.

Tuesday, April 17th • 12:00 – 1:00 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:

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- 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 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.

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

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.

Monday, April 23rd • 1:30 – 2:30 p.m. • PLS-256

CLASSIFICATION & COMPENSATION ACTION REQUEST (CCAR) - STAFF

Facilitator: Silvia Gonzalez, Asst. Manager, Compensation Services

Several Classification/Compensation forms have been consolidated to create a simple, streamlined

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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

EMPOWERING YOUR LIFE THROUGH CHANGE

Facilitator: Marcus Dayhoff Psy.D., EAP

Change happens. This workshop identifies several effective tools for coping with the demands of and maximizing the opportunities in change.

Wednesday, April 25th • 10:00 – 11:00 a.m. • CP-700 Training Room

CLASSIFICATION & COMPENSATION ACTION REQUEST (CCAR) - MPPS ONLY

Facilitator: Silvia Gonzalez, Asst. Manager, Compensation Services

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

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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, Asst. Manager, Compensation Services

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

MAY

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

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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

KEY CONVERSATIONS FOR MANAGERS (MPPs ONLY)

Facilitator: Bren Chasse, LMFT, EAP

A key conversation is a discussion between two or more people where the stakes are high, opinions vary and emotions run strong. These conversations, when handled poorly or ignored, may lead to strained relationships and poor results. Content includes:

- Common causes for conflict.
- Benefits and examples of key conversations.
- Planning for interaction.
- Specific steps for conducting the conversations.

Session open to MPPs only.

Friday, May 4th • 10:00 a.m. – 12:00 p.m. • CP-700 Training Room

7 STRATEGIES FOR LESS STRESS

Facilitator: Marcus Dayhoff Psy.D., EAP

A fun and faced-paced revue of simple and effective ways to release yourself from the negative effects of stress and boost your own well-being.

Monday, May 7th • 12:00 – 1:00 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.
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- Understand and fulfill managements' fundamental obligations under the applicable CBA(s) and

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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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