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, August 28th • 9:00 – 11:30 a.m. • CP-730**
1:00 – 3:30 p.m. • CP-730

**INTERVIEWING TECHNIQUES**
Facilitator: Jeff Lum, HRDI Senior Recruiter
Are you ready for that next step in your career? Has it been years since your last job interview? Come and brush up on your interviewing skills as we prepare you for that next employment opportunity. Learn from HRDI Employment staff the do’s and don’ts in preparing you for your next job interview. This session will help you to:

- Research the company prior to the interview.
- Learn appropriate/inappropriate questions to ask in a job interview.
- Learn what recruiters are looking for in a job interview.
- Learn the do’s and don’ts before, during, and after an interview.

**Wednesday, August 29th • 10:00 – 11:00 a.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.

Wednesday, August 29th • 12:00 – 2:00 p.m. • CP-730

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, August 30th • 11:00 a.m. – 12:00 p.m. • CP-730
1:30 – 2:30 pm • CP-730

Click on the course title for the Registration Page.

SELF DEFENSE: PART 1 – LECTURE
Facilitator: Officer Cappuccio, UPD
This course will provide an overview of red flags, how to avoid danger in situations that don't seem right, and what to do to protect yourself.

Tuesday, September 4th • 10:00 – 11:30 a.m. • CP-730

TEAMBUILDING
Facilitator: Bren Chasse, LMFT, EAP
Teambuilding is the process used to create, maintain and enrich the development of a group of people 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.

**Wednesday, September 5th • 1:00 – 3:00 p.m. • CP-730**

**Motivate, Manage & Lead**

*Facilitator: Jessica Coats, LMFT, EAP*

On a daily basis, managers are challenged to motivate and lead their workgroups. The key to managing successfully is building trusting and respectful relationships with employees. Content includes:

• Recognizing the challenges of leading people.
• Using planning/motivation to maintain control.
• Identifying how to approach performance issues.
• Trust building techniques and the importance of relationships.

**Tuesday, September 11th • 10:00 a.m. – 12:00 p.m. • CP-730**

**Self Defense: Part 2 – Hands On**

*Facilitator: Officer Cappuccio, UPD*

In the hands-on part 2 session, 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.

Wear comfortable clothing for this active session.

**Tuesday, September 11th • 2:00 – 4:00 p.m. • KHS-203**

**Customer Service Skill Building**

*Facilitator: Mary Tretola, LMFT, EAP*

Develops skill in identifying customer needs and addressing complaints. Presents straightforward methods for reducing stress and increasing job satisfaction in the challenging arena of customer service.

**Monday, September 17th • 1:30 – 3:00 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.
Thursday, September 20th • 9:00 – 11:30 a.m. • CP-730
1:00 – 3:30 p.m. • CP-730

**SALARY NEGOTIATIONS: HOW TO PROPERLY NEGOTIATE & IDENTIFY A FAIR AND EQUITABLE SALARY**

*Facilitator: Jeff Lum, HRDI Senior Recruiter*

Would you like to approach the job market with confidence, knowledge, and skills needed to negotiate salaries and benefits for your future job? By the end of the workshop, you will feel confident on the following:

- How to prepare for salary negotiations.
- How to factor in your financial foundation.
- How to offer and counter-offer.
- How to determine your leverage during negotiations.

**Tuesday, September 25th • 2:30 – 3:30 p.m. • CP-730**

**BIAS IN THE WORKPLACE: HOW TO AVOID DHR AND WHAT HAPPENS WHEN YOU CAN’T**

*Facilitator: Blair Miles, DHR Administrator*

An overview of the campus’ anti-discrimination, harassment, retaliation (DHR) policy. Attendees will be introduced to the policy, learning what DHR is defined as, what is done when allegations are received, and will be advised on methods to lessen the chance that they themselves will be accused of such conduct. This will be achieved by both real-life examples and hypotheticals that will demonstrate that sometimes the most innocuous conduct and statements may lead to an allegation of DHR, which in turn could lead to a finding.

**Wednesday, September 26th • 1:00 – 2:00 p.m. • CP-730**

**EFFECTIVE MEETING PLANNING**

*Facilitator: Jessica Coats, 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.

**Monday, October 8th • 10:00 – 11:00 a.m. • CP-250**
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 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, October 9th • 10:00 – 11:00 a.m. • CP-730

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

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

Wednesday, October 10th • 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, October 11th • 10:00 – 11:00 a.m. • CP-730

CREATING SAFER SPACES FOR LGBTQ TITANS – FOUNDATIONS (PART 1)

Facilitator: Cecil Chik, DIEP Engagement & Inclusion Specialist

Develop an understanding of foundational terminology and concepts, become aware of issues that currently impact the LGBTQ community, learn about resources for the LGBTQ community, and reflect
on ways to increase LGBTQ inclusive practices in your campus role and daily life.

**Tuesday, October 16th • 10:00 a.m. – 12:00 p.m. • CP-730**

**BIAS IN THE WORKPLACE: HOW TO AVOID DHR AND WHAT HAPPENS WHEN YOU CAN’T**
Facilitator: Blair Miles, DHR Administrator
An overview of the campus’ anti-discrimination, harassment, retaliation (DHR) policy. Attendees will be introduced to the policy, learning what DHR is defined as, what is done when allegations are received, and will be advised on methods to lessen the chance that they themselves will be accused of such conduct. This will be achieved by both real-life examples and hypotheticals that will demonstrate that sometimes the most innocuous conduct and statements may lead to an allegation of DHR, which in turn could lead to a finding.

**Thursday, October 18th • 2:00 – 3:00 p.m. • CP-730**

**CHANGE MANAGEMENT**
Facilitator: Robin Graboyes, Director of Academic Employment & Engagement
Be a steward of change – Embrace the opportunity of change. Diversification in programs – Explore new territory to support our customers. Community connection – what does South County have to offer? Participants will learn how to:

- Embrace cultural shifts within the organization; see it as an opportunity to thrive.
- Be resilient in the face of change.
- Embrace change while putting customers’ needs first.

**Friday, October 19th • 10:00 – 11:30 a.m. • CP-730**

**EFFECTIVE MANAGEMENT STYLES**
Facilitator: Mary Tretola, LMFT, EAP
A manager sets the tone for an organization through their management style. Explore effective approaches to managing employees. Content includes:

- The nature of the changing workforce.
- Three approaches to managing employees – coaching, counseling and teaching.
- Using EAP management consultation services.

**Thursday, October 25th • 1:30 – 3:30 p.m. • CP-730**

**DEALING WITH DIFFICULT PEOPLE**
Facilitator: Gina Peck-Sobolewski, 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.

**Tuesday, October 30th • 10:00 – 11:00 a.m. • CP-730**

**EFFECTIVE DISCIPLINE**

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

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

**Friday, November 2nd • 1:00 – 3:00 p.m. • CP-730**

**MEETING NOTES 2.0**

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

Prerequisite: Effective Note-Taking Skillshop

Put your meeting note taking to the test! Take notes in a fast paced mock meeting to test your skill and ability. Review formal and informal meeting structures and tips in obtaining key meeting information.

**Thursday, November 8th • 10:00 – 11:30 a.m. • CP-730**

**KEY CONVERSATIONS FOR MANAGERS**

*Facilitator: Elizabeth Baxt, 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 of conflict.
- Benefits and examples of key conversations.
- Planning for the interaction.
- Specific steps for conducting the conversation.

**Thursday, November 15th • 10:00 a.m. – 12:00 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.

Friday, November 16th • 10:00 a.m. – 12:00 p.m. • CP-730

UNDERSTANDING PERFORMANCE MANAGEMENT

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

More than just an annual performance review, performance management is the continuous process of establishing clear objectives amongst your employees, assessing progress and providing feedback to ensure that they are meeting their individual objectives and accomplishing the department’s goals. This workshop is designed to provide managers with the knowledge and tools necessary to monitor and address performance throughout the review period. As a participant, you will gain critical information in:

- Understanding what performance management is and how to apply it through the review period to ensure employee achieves goals and expectations.
- Applying best practices in developing goals and providing feedback through the review period.
- Addressing poor performance and implementing progressive discipline.
- Understanding bargaining unit rights when addressing attendance, conduct, and/or behavior issues.

Monday, November 19th • 1:00 – 3:00 p.m. • CP-730

COMMUNICATING FOR CONNECTION

Facilitator: Mary Tretola, LMFT, EAP

How to build positive working relationships via effective listening and speaking skills.

Wednesday, November 28th • 10:00 – 11:30 a.m. • CP-730

CREATING SAFER SPACES FOR LGBTQ TITANS – SUPPORT SKILLS AND PRACTICES (PART 2)

Facilitator: Cecil Chik, DIEP Engagement & Inclusion Specialist
Apply the knowledge you learned in Part 1! Develop skills you can utilize to support students who are exploring their sexual orientation and/or gender identity, looking for community, and are in crisis. We will review the resources you learned in part one and engage in case scenarios to best prepare you to support students and make appropriate referrals.

**Friday, November 30th • 10:00 a.m. – 12:00 p.m. • CP-730**

**DECEMBER**

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

**GRIEVANCE HANDLING**

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

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

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

**Monday, December 3rd • 1:00 – 3:00 p.m. • CP-730**

**HOLIDAY STRESS**

*Facilitator: Elizabeth Baxt, LMFT, EAP*

Create a holiday season that is relaxed, fun and comfortable for you and your family. Learn to cope with the expectations, holiday blues and more. Content includes:

- Holiday planning inventory and tasks.
- What kind of holiday do kids want?
- Time and money saving tips.
- The loss of a loved one and the holidays.
- Tips for managing holiday stress.
- A holiday action plan.

**Thursday, December 6th • 1:00 – 2:00 p.m. • CP-730**

**COMMUNICATING COOPERATIVELY AT WORK**

*Facilitator: Gina Peck-Sobolewski, LMFT, 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.

**Wednesday, December 12th • 1:30 – 3:30 p.m. • CP-730**