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 kick-off session 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, September 8th • 10:00 a.m. – 12:00 p.m. • CP-700 Training Room

MOTIVATING PEOPLE
Facilitator: Dr. Marcus Dayhoff, EAP

This workshop, presented by EAP, helps managers explore simple strategies for inspiring and rewarding enthusiasm, energy, and productivity in individual employees and teams.

Friday, September 15th • 10:00 – 11:00 a.m. • CP-700 Training Room

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. This session will:

- Discuss the stages and challenges of teambuilding.
- Analyze the different personalities, communication styles, and their impact on the team.
- Discuss how to recognize the common goals the team is working towards, and building unity with
the other members in the group.

Monday, September 18th • 10:00 a.m. – 12:00 p.m. • CP-700 Training Room

**UNDERSTANDING PERFORMANCE MANAGEMENT (MPPS ONLY)**

*Facilitator: Liz Castello, Interim Assistant Director Staff Labor & Employee Relations & Compliance*

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

*This session is open to MPPs only.*

Tuesday, September 19th • 11:00 a.m. – 12:30 p.m. • CP-700 Training Room

**PREPARING FOR AND SUCCEEDING AT ON-CAMPUS INTERVIEWS**

*Facilitators: Melvin Alegado, Talent Acquisition Manager & Jeffrey Lum, Recruiter, HRDI*

While everyone who is offered an interview may meet the basic skill requirements of the position, departments use the interview to determine (among other things) the depth of the candidates’ job knowledge, ability to learn requirements they do not already know, and the candidates’ skills that align with the department’s goals and needs. This workshop will assist job candidates to best present themselves before, during, and after an on-campus interview. Designed for CSUF entry and mid-level career employees, participants will learn how to:

- Prepare for an on-campus interview.
- Deliver memorable responses during the interview.
- Give a positive impression of their candidacy to the search committee.
- Select appropriate professional reference information for the Search Committee.
- Appropriately follow-up after the interview has ended.

Tuesday, September 19th • 12:00 – 1:00 p.m. • CP-730

**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.

Wednesday, September 20th • 1:00 p.m. – 3:00 p.m. • CP-700 Training Room
**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, September 21st • 9:30 a.m. – 11:30 a.m. • CP-700 Training Room**

**FRANKLIN COVEY 7 HABITS FOR MANAGERS SERIES: HABIT 1 (BE PROACTIVE)**

*Facilitator: Marian Sherman, Professional & Organizational Development Analyst*

The 7 Habits for Managers Series guides managers and leads to identify and analyze unique challenges and opportunities. In Habit 1: Be Proactive workshop, participants will:

- Overcome the reactive mindset that hampers productivity.
- Find out how to use their own resourcefulness and initiative to break through the barriers to superb results.
- Discover the “hidden resources” all effective managers call up.

**Thursday, September 21st • 10:30 a.m. – 12:00 p.m. • CP-730**

**CSURMA—FOREIGN TRAVEL INSURANCE, INLAND MARINE PROPERTY, & SPECIAL EVENT INSURANCE**

*Facilitator: Diana Ruiz, Risk Management*

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

- Foreign Travel Insurance and the various departments involved to help obtain coverage.
- Inland Marine Property Insurance – applies to personal property in transit or stored on campus.
- Special Event Insurance – for events held on campus.

**Thursday, September 21st • 1:30 – 3:00 p.m. • CP-730**

**INTRO TO SKILLPORT**

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

Skillport® is a web-based Learning Management System (LMS) that provides access to training resources at work, home, & on the road, whenever and wherever you have the need and time. You can

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access content from anywhere and from any web-enabled device, including tablets and smartphones.

You can use Skillport to:
- Access a variety of instructional and assessment learning assets (both stock and custom) from the Skillsoft Library.
- Create and follow a learning plan created by you and your manager.
- View and report on your progress and test scores.

Participants will learn how to:
- Log on to the ETC website.
- Register for classroom and online training.
- Browse catalogs for classes.
- Use Skillport as a tool for personal and professional development.

**Monday, September 25th • 10:30 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.

**Wednesday, September 27th • 9:00 – 11:30 a.m. • CP-730**

OR **1:00 – 3:30 p.m. • CP-730**

**MINDFULNESS SERIES: PART I**

*Facilitator: Marian Sherman, Professional & Organizational Development Analyst*

Mindfulness is a practice of self-awareness, creating calmness, insight and wellness. It is the basic ability to be fully present, aware of where you are and what you’re doing, and not being overly reactive or overwhelmed by what’s going on around you. Part I will include preparation and practice to discover and experience the essence of mindfulness.

**Wednesday, September 27th • 12:00 – 1:00 p.m. • CP-700 Training Room**

**MICROSOFT EXCEL SERIES**

*Facilitator: John Carroll, Interim Director Academic Technology*

Whether you're a novice or an expert wanting to refresh your skillset with Microsoft Excel, this course covers all the basics you need to start entering your data and building organized workbooks. Learn how to enter and organize data, perform calculations with simple functions, work with multiple worksheets, build charts, and format the appearance of your data.

**Friday, September 29th • 2:00 – 4:00 p.m. • SGMH 2311**
**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.

**Tuesday, October 3rd • 2:00 – 3:30 p.m. • CP-700 Training Room**

**CROSS-CULTURAL COMMUNICATION**

*Facilitator: Bren Chasse LMFT, EAP*

Our culture influences many aspects of who we are - how we live, how we work, how we approach problems and how we participate in the world around us. Therefore, it is not surprising that our cultural differences can open up communication challenges. Regardless of the extent of our diversity, it is important to recognize that "different" does not imply "wrong". Content includes; evaluating the impact on communication, and improving cross-cultural communication skills.

**Wednesday, October 4th • 11:00 a.m. – 12:00 p.m. • CP-700 Training Room**

**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, October 5th • 9:00 – 11:00 a.m. • CP-730**

OR **1:00—3:00 p.m. • CP-730**

**BALANCING WORK AND FAMILY**

*Facilitator: Dr. Marcus Dayhoff, EAP*

In this course for busy, active people, participants will learn tips for planning, prioritizing, timesaving and building support at home and in the workplace.

**Thursday, October 5th • 12:00 – 1:00 p.m. • CP-700 Training Room**
**FRANKLIN COVEY’S 7 HABITS FOR MANAGERS SERIES: HABIT 2 (BEGIN WITH THE END IN MIND)**

*Facilitator: Marian Sherman, Professional & Organizational Development Analyst*

The 7 Habits for Managers Series guides managers and leads to identify and analyze unique challenges and opportunities. In Habit 2: Begin With the End in Mind, participants will:

- Define the unique contributions they can make in their roles as managers.
- Develop an “outcome-oriented” mindset in every activity they engage in—projects, meetings, and presentations.

**Friday, October 6th • 10:30 a.m. – 12:00 p.m. • CP-700 Training Room**

**UNDERSTAND YOUR MEDICARE BENEFITS**

*Facilitator: Kaiser Representative*

An informational Medicare presentation by Kaiser Medicare Consultants will help you understand your Medicare benefits and how they work with CalPERS retiree health coverage. Participants will also learn:

- The different parts of Medicare (Parts A, B, C & D).
- Eligibility requirements for Medicare.
- When to enroll in Medicare.
- Differences between current and retiree CalPERS health coverage.

**Monday, October 9th • 10:00 – 11:30 a.m. • CP-700 Training Room**

 **OR 1:00 – 2:30 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 and in-range progression requests.

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

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

**HEALTHY EATING**

*Facilitator: Ruth Pereira, Kaiser*

In this presentation by a certified Diabetes educator, participants will learn how a healthier diet can lower the risks of certain chronic conditions, how to eat well, and how to prepare snacks for better nutrition. Participants will also be introduced to the "Maintain Don't Gain Campaign."

**Wednesday, October 11th • 12:00 – 1:00 p.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, October 12th • 10:00 – 11:00 a.m. • CP-700 Training Room**

**MINDFULNESS SERIES: PART II**

*Facilitator: Marian Sherman, Professional & Organizational Development Analyst*

Mindfulness is a practice of self-awareness, creating calmness, insight and wellness. It is the basic ability to be fully present, aware of where we are and what we're doing, and not overly reactive or overwhelmed by what's going on around us. Part II will include breath work, practice, and the neuroscience of mindfulness.

**Thursday, October 12th • 12:00 – 1:00 p.m. • CP-700 Training Room**
**STRESS OR SUCCESS: THRIVING IN A CHAOTIC WORLD**

*Facilitator: Dr. Marcus Dayhoff, EAP*

There is no magical cure for stress. However, this training can offer practical ideas on how to begin working to reduce stress right away as an overall lifestyle change. Content includes: Causes of stress, the art of resiliency; mindset and attitudes; habits and actions; connections and relationships, and using LifeMatters.

**Friday, October 13th • 12:00 – 1:00 p.m. • CP-700 Training Room**

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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.

**Monday, October 16th • 10:00 – 11:30 a.m. • CP-700 Training Room**

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**FRANKLIN COVEY’S 7 HABITS FOR MANAGERS SERIES: HABIT 3 (FIRST THINGS FIRST)**

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

The 7 Habits for Managers Series guides managers and leads to identify and analyze unique challenges and opportunities. In Habit 3: Put First Things First, participants will:

- Organize and execute around your highest priorities
- Focus on the important priorities, not just the urgent
- Plan weekly, act daily

**Friday, October 20th • 10:30 a.m. – 12:00 p.m. • CP-700 Training Room**

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

*Facilitator: Chris Datiles, LGBTQ 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 their campus role and daily life.

**Friday, October 20th • 1:00 – 3:00 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.

**Monday, October 23rd • 10:00 – 11:30 a.m. • CP-700 Training Room**

**MICROSOFT EXCEL SERIES**

*Facilitator: John Carroll, Interim Director Academic Technology*

Whether you're a novice or an expert wanting to refresh your skillset with Microsoft Excel, this course covers all the basics you need to start entering your data and building organized workbooks. Learn how to enter and organize data, perform calculations with simple functions, work with multiple worksheets, build charts, and format the appearance of your data.

**Monday, October 23rd • 1:00 – 2:15 p.m. • SGMH 2311**

**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.

**Wednesday, October 25th • 12:00 – 1:00 p.m. • CP-700 Training Room**

**JOIN THE 52 HIKE CHALLENGE WELLNESS PROGRAM – A PROGRAM THAT STARTS WITH A 1 MILE WALK**

*Facilitator: Phillip Stinis, CSUF Startup Incubator, MCBE Lecturer & 52 Hike Challenge Co-Founder*

Come learn how you can join the 52 Hike Challenge community, find well-being, and empowerment through hiking. With the 52 Hike Challenge, you will explore new places, bond with family/friends, meet new friends, gain mental well-being, a sense of accomplishment/ build confidence, and gain better physical fitness. In this workshop, you will learn:

- Benefits of hiking and what you need to know to get started, from gear to how to find challengers/groups in your local area and near campus.
• All the resources available on our website, including topics to keep you motivated and on track with your goals.
• How to join the CSUF 52 Hike Challenge group to get to know your fellow faculty and staff from other colleges/ departments.
• For more information about the 52 Hike Challenge:
  o Website: [www.52hikechallenge.com](http://www.52hikechallenge.com)  Contact: [hello@52hikechallenge.com](mailto:hello@52hikechallenge.com)

**Wednesday, October 25th • 12:00 – 1:00 p.m. • CP-730**

**TO YOUR CREDIT – HOW YOUR CREDIT HISTORY WILL AFFECT YOUR CREDIT FUTURE**

*Facilitator: US Bank Representative*

Thinking of purchasing a new home or opening a home equity line of credit? Need a new car? Or would you like to add that new patio cover or replace your old floors? Your purchasing power is often affected by your credit score. Come and learn how your credit history affects your buying power in today’s market. Participants will learn:

- Where to obtain your credit score.
- How to read your credit score.
- What does your credit score say about your ability to pay.
- How you can fix your credit score.

**Thursday, October 26th • 12:00 – 1:00 p.m. • CP-700 Training Room**

**CHANGE MANAGEMENT**

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

What is change? Change is all around us; in our homes, communities, and workspaces. Change impacts how we do business, how we work with others, and react in unfamiliar situations. Rather than forever reacting to unforeseen events, learn and practice a multi-lens approach to confronting a real-world change. Participants will deal with their own reactions to the change, analyze the nature of the change, and explore how to manage change while putting employees and customers needs first.

- Explore and identify your reactions to change.
- Analyze cultural shifts within the department or organization – see it as an opportunity to thrive.
- Identify the implications of the change and how to put customers’ needs at the forefront.

**Friday, October 27th • 10:30 a.m. – 12:00 p.m. • CP-700 Training Room**

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

*Facilitator: Chris Datiles, LGBTQ Resource Center Coordinator*

In 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 their campus role and daily life.

Friday, October 27th • 1:00 – 3:00 p.m. • CP-700 Training Room

**INTRODUCTION TO LEARNING LYNDACOM**

*Facilitator: Elahe Amani, Director Student Technology Services, IT*

As a CSUF Faculty, Staff, or MPP, you have access to the Lynda.com library. Online trainings are available ranging from business skills, Photoshop, Excel, and more. Discover what Lynda.com offers in this instructor led session. Participants will:

• Walking through how to access Lynda.com.
• Learn how to navigate the site.
• Have an opportunity to explore and ask questions.

Monday, October 30th • 12:00 – 1:00 p.m. • CP-700 Training Room

November

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

**DEALING WITH DIFFICULT PEOPLE**

*Facilitator: Gary Bell, 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.

Thursday, November 2nd • 10:00 – 11:30 a.m. • CP-700 Training Room

**FRANKLIN COVEY’S 7 HABITS FOR MANAGERS SERIES: HABIT 4 (THINK WIN WIN)**

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

The 7 Habits for Managers Series guides managers and leads to identify and analyze unique challenges and opportunities. In Habit 4: Think Win-Win, participants will:

• Balance courage and consideration.
• Make a win-win performance agreement.
• Build trust by making deposits into the emotional bank account.

Friday, November 3rd • 10:30 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.

**Monday, November 6th • 10:00 – 11:30 a.m. • CP-700 Training Room**

**MICROSOFT EXCEL SERIES**
*Facilitator: John Carroll, Interim Director Academic Technology*

Whether you're a novice or an expert wanting to refresh your skillset with Microsoft Excel, this course covers all the basics you need to start entering your data and building organized workbooks. Learn how to enter and organize data, perform calculations with simple functions, work with multiple worksheets, build charts, and format the appearance of your data.

**Monday, November 6th • 1:00 – 2:15 p.m. • SGMH 2311**

**MINDFULNESS SERIES: PART III**
*Facilitator: Marian Sherman, Professional & Organizational Development Analyst*

Mindfulness is a practice of self-awareness, creating calmness, insight and wellness. It is the basic ability to be fully present, aware of where we are and what we’re doing, and not overly reactive or overwhelmed by what’s going on around us. Part III will explore and practice breathwork and eating mindfully.

**Thursday, November 9th • 12:00 – 1:00 p.m. • CP-700 Training Room**

**MORTGAGE LOAN WORKSHOP**
*Facilitator: US Bank Representative*

Thinking of purchasing a new home or refinancing your existing home? Come learn from a mortgage expert, how to make your dreams of owning or refinancing your home one step closer. Participants will learn:

- What to look for in a mortgage.
- How to qualify for a mortgage.
- How interest rates affect your monthly payment.
- When is the right time to refinance your home.

**Monday, November 13th • 12:00 – 1:00 p.m. • CP-700 Training Room**
PREPARING FOR AND SUCCEEDING AT ON-CAMPUS INTERVIEWS

Facilitator: Melvin Alegado, Talent Acquisition Manager & Jeffrey Lum, Recruiter, HRDI

While everyone who is offered an interview may meet the basic skill requirements of the position, departments use the interview to determine (among other things) the depth of the candidates’ job knowledge, ability to learn requirements they do not already know, and the candidates’ skills that align with the department’s goals and needs. This workshop will assist job candidates to best present themselves before, during, and after an on-campus interview. Designed for CSUF entry and mid-level career employees, participants will learn how to:

- Prepare for an on-campus interview.
- Deliver memorable responses during the interview.
- Give a positive impression of their candidacy to the search committee.
- Select appropriate professional reference information for the Search Committee.
- Appropriately follow-up after the interview has ended.

Tuesday, November 14th • 12:00 – 1:00 p.m. • CP-730

EFFECTIVE MEETINGS

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

Designed for all employees facilitating, organizing, assisting or attending meetings. Participants will learn:

- Understand the value of preparation.
- Learn how to conduct and close an effective meeting.
- Learn how to prepare an agenda.
- Learn how to take meeting minutes.
- Review things to do following a meeting.

Wednesday, November 15th • 1:00 – 2:30 p.m. • CP-700 Training Room

DIABETES WORKSHOP

Facilitator: Ruth Pereira, EAP

Diabetes and Pre-Diabetes seem to be everywhere. Participants will learn lifestyle changes to prevent, or at least delay, being diagnosed with diabetes. In this workshop presented by a Kaiser specialist, participants will learn about:

- Diabetes and pre-diabetes.
- The risk factors for developing them.
- How to put an action plan into place to minimize those risks.

Thursday, November 16th • 12:00 – 1:00 p.m. • CP-700 Training Room
**Franklin Covey’s 7 Habits for Managers Series: Habit 5 (Seek First to Understand, Then Be Understood)**

Facilitator: Marian Sherman, Professional Development Analyst

The 7 Habits for Managers Series guides managers & leads to identify and analyze unique challenges & opportunities. In Habit 5: Seek First to Understand, Then to be Understood, participants will:

- How to practice empathic listening.
- How to give honest, accurate feedback.
- How to create an atmosphere of candid and helpful give-and-take.

Friday, November 17th • 10:30 a.m. – 12:00 p.m. • CP-700 Training Room

**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 your work more.

*Module II in the CSUF Customer Service Certificate.*

Tuesday, November 21st • 10:00 a.m. – 12:00 p.m. • CP-700 Training Room

**Empowering Your Life Through Change**

Facilitator: Gary Bell, EAP

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

Thursday, November 30th • 10:00 – 11:30 a.m. • CP-700 Training Room

Click on the course title for the Registration Page.

**Franklin Covey’s 7 Habits for Managers Series: Habit 6 (Synergize)**

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

The 7 Habits for Managers Series guides managers and leads to identify and analyze unique challenges and opportunities. In Habit 6: Synergize, participants will:

- Learn how to constantly seek for something better.
• Seek-out differences, don’t just accept them.
• Synergize to arrive at a new and better alternative.

Friday, December 1st • 10:30 a.m. – 12:00 p.m. • CP-700 Training Room

**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.

*Recommended prerequisite: Creating Safer Spaces for LGBTQ Titans - Foundations*

Friday, December 1st • 1:00 – 3:00 p.m. • CP-700 Training Room

**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.

Monday, December 4th • 10:00 – 11:30 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.

Monday, December 4th • 2:00 – 3:30 p.m. • CP-700 Training Room

**Mindfulness Series: Part IV**

*Facilitator: Marian Sherman, Professional & Organizational Development Analyst*

Mindfulness is a practice of self-awareness, creating calmness, insight and wellness. It is the basic
ability to be fully present, aware of where we are and what we’re doing, and not overly reactive or overwhelmed by what’s going on around us. Part IV will introduce alternate nostril breathing to prepare for and enjoy a Deepak Chopra and Oprah meditation.

**Wednesday, December 6th • 12:00 – 1:00 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, December 7th • 2:00 – 3:30 p.m. • CP-730**

**CONQUERING TIME**

*Facilitator: Bren Chasse LMFT, EAP*

When asked how we manage our time, many of us may reply, "Not well." We know that we could be managing our time more effectively, but it can be difficult to identify the mistakes that we are making and to know how we can improve. Content includes:

- Accessing our personal energy cycle.
- Prioritizing our to-do lists.
- Managing common time wasters.
- Creating new habits.

**Monday, December 11th • 12:00 – 1:00 p.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, December 14th • 10:00 – 11:00 a.m. • CP-700 Training Room**

**FRANKLIN COVEY’S 7 HABITS FOR MANAGERS SERIES: HABIT 7 (SHARPEN THE SAW)**

*Facilitator: Victoria Morris Ph.D., Director Professional Organizational Development*
The 7 Habits for Managers Series guides managers and leads to identify and analyze unique challenges and opportunities. In Habit 7: Sharpen the Saw, participants will:

- How to unleash the total strength, passion, capabilities, and spirit of people.
- Treat team members as “whole people.”
- How to get the highest and best contribution of everyone on your team.

Friday, December 15th • 10:30 a.m. – 12:00 p.m. • CP-700 Training Room