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AUGUST

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:

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

SEPTEMBER

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 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

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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

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

PRESIDENTIAL DIRECTIVE 11

Facilitator: Michael Pruitt, Procurement Operations Manager

Presidential Directive 11 workshop addresses policies and procedures for hospitality expenditures related to food and beverage, event attendance, get-well gestures, guest travel, gifts, awards, promotional items, and memorial donations including:

- Restricted and permitted uses of various funding sources.
- Supporting documentation.
- Approving officials and written designee requirements.
- How to complete, route and approve the D11 form online.

Tuesday, September 18th • 10:00 – 11:30 a.m. • CP-730

CONCUR PCARD EXPENSE TYPES

Facilitator: Michael Pruitt, Procurement Operations Manager

This course goes into the different expense types available in Concur. Attendees will be learn:

- How and when to use each expense type.
- What account codes are available for each expense type.
- The unique additional fields that are available for each expense type.

Wednesday, September 19th • 3:00 – 4:30 p.m. • CP-730

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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

PCARD POLICIES & PROCEDURES

Facilitator: Larissa Meza, eBusiness Programs Specialist

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.

Friday, September 28th • 10:30 a.m. – 12:00 p.m. • CP-730

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PCARD RECONCILIATION TRAINING*Facilitator: Larissa Meza, eBusiness Programs Specialist*

Pcard reconciliation training is required training for employees using a university-issued procurement card (Pcard) and/or approving Pcard purchases made by others. This session will cover reconciliation for Non-Concur users and 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.

Friday, September 28th • 1:30 – 3:00 p.m. • CP-730**OCTOBER***Click on the course title for the Registration Page.***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, October 3rd • 2:00 – 3:30 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-730[Return to Top ↑](#)[August](#)[September](#)[October](#)[November](#)[December](#)

CONCUR PCARD EXPENSE TYPES

Facilitator: Michael Pruitt, Procurement Operations Manager

This course goes into the different expense types available in Concur. Attendees will be learn:

- How and when to use each expense type.
- What account codes are available for each expense type.
- The unique additional fields that are available for each expense type.

Monday, October 8th • 2:00 – 3:30 p.m. • CP-730

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

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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

PCARD RECONCILIATION TRAINING

Facilitator: Larissa Meza, eBusiness Programs Specialist

Pcard reconciliation training is required training for employees using a university-issued procurement card (Pcard) and/or approving Pcard purchases made by others. This session will cover reconciliation for Non-Concur users and 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 15th • 10:30 a.m. – 12:00 p.m. • CP-730

PROTECT YOUR PERSONAL AND UNIVERSITY INFORMATION

Facilitator: Tony Modiri, Associate Information Security Officer, and Dhusdee Chandswang, Project Management Officer

Do you want to learn how to protect your personal and University information? Learn how to best protect your accounts from hackers. Find out where to safely store your sensitive information such as social security number, passwords, date of birth, home address, etc.

Monday, October 15th • 2:00 – 3:00 p.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: WHAT'S DHR AND HOW TO AVOID IT

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

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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

UNDOCU ALLY TRAINING PART 1: FOUNDATIONS

Facilitator: Martha Zavala Perez, M.S., Titan Dreamers Resource Center Coordinator

Develop an understanding of foundational terminology and concepts, become aware of issues that currently impact the Undocumented community, learn about resources for the Undocumented community, and reflect on ways to support Undocumented students at CSU Fullerton.

Friday, October 19th • 10:00 a.m. – 12:00 p.m. • CP-730

PCARD POLICIES & PROCEDURES

Facilitator: Larissa Meza, eBuisness Programs Specialist

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.

Monday, October 22nd • 2:00 – 3:30 p.m. • CP-730

EFFECTIVE MANAGEMENT STYLES (MPPs ONLY)

Facilitator: Billie Allen, 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

UNDOCU ALLY TRAINING PART 1: FOUNDATIONS

Facilitator: Martha Zavala Perez, M.S., Titan Dreamers Resource Center Coordinator

Develop an understanding of foundational terminology and concepts, become aware of issues that

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currently impact the Undocumented community, learn about resources for the Undocumented community, and reflect on ways to support Undocumented students at CSU Fullerton.

Friday, October 26th • 10:00 a.m. – 12:00 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 – 11:30 a.m. • CP-730

UNDOCU ALLY TRAINING PART 2: SUPPORT SKILLS

Facilitator: Martha Zavala Perez, M.S., Titan Dreamers Resource Center Coordinator

Apply the knowledge you learned in Part 1 and go deeper into the history of the immigrant rights movement. Gain a greater understanding of the financial aid options available for undocumented students. We will review the resources you learned in part one and walk through filling out the AB540 Affidavit.

Prerequisite: Part 1-Foundations (POD663)

Wednesday, October 31st • 10:00 a.m. – 12:00 p.m. • CP-730

NOVEMBER

Click on the course title for the Registration Page.

EFFECTIVE DISCIPLINE (MPPs ONLY)

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

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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

PROTECT YOUR PERSONAL AND UNIVERSITY INFORMATION

Facilitator: Tony Modiri, Associate Information Security Officer, and Dhusdee Chandswang, Project Management Officer

Do you want to learn how to protect your personal and University information? Learn how to best protect your accounts from hackers. Find out where to safely store your sensitive information such as social security number, passwords, date of birth, home address, etc.

Thursday, November 8th • 2:00 – 3:00 p.m. • CP-730

PCARD POLICIES & PROCEDURES

Facilitator: Larissa Meza, eBuisness Programs Specialist

Required training for everyone using a university-issued procurement card (Pcard) and/or approving Pcard purchases made by others. Participants will learn:

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- 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, November 9th • 1:30 – 3:00 p.m. • CP-730

CONCUR PCARD EXPENSE TYPES

Facilitator: Michael Pruitt, Procurement Operations Manager

This course goes into the different expense types available in Concur. Attendees will be learn:

- How and when to use each expense type.
- What account codes are available for each expense type.
- The unique additional fields that are available for each expense type.

Friday, November 9th • 10:00 – 11:30 a.m. • CP-730

UNDOCU ALLY TRAINING PART 2: SUPPORT SKILLS

Facilitator: Martha Zavala Perez, M.S., Titan Dreamers Resource Center Coordinator

Apply the knowledge you learned in Part 1 and go deeper into the history of the immigrant rights movement. Gain a greater understanding of the financial aid options available for undocumented students. We will review the resources you learned in part one and walk through filling out the AB540 Affidavit.

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Prerequisite: Part 1-Foundations (POD663)

Tuesday, November 13th • 10:00 a.m. – 12:00 p.m. • CP-730

PCARD RECONCILIATION TRAINING

Facilitator: Larissa Meza, eBusiness Programs Specialist

Pcard reconciliation training is required training for employees using a university-issued procurement card (Pcard) and/or approving Pcard purchases made by others. This session will cover reconciliation for Non-Concur users and 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, November 13th • 1:30 – 3:00 p.m. • CP-730

KEY CONVERSATIONS FOR MANAGERS (MPPs ONLY)

Facilitator: Billie Allen, 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 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.

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

UNDERSTANDING PERFORMANCE MANAGEMENT (MPPs ONLY)

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

PRESIDENTIAL DIRECTIVE 11

Facilitator: Michael Pruitt, Procurement Operations Manager

Presidential Directive 11 workshop addresses policies and procedures for hospitality expenditures related to food and beverage, event attendance, get-well gestures, guest travel, gifts, awards, promotional items, and memorial donations including:

- Restricted and permitted uses of various funding sources.
- Supporting documentation.
- Approving officials and written designee requirements.
- How to complete, route and approve the D11 form online.

Tuesday, November 27th • 10:00 – 11:30 a.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

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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 (MPPs ONLY)

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: Billie Allen, 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

PROTECT YOUR PERSONAL AND UNIVERSITY INFORMATION

Facilitator: Tony Modiri, Associate Information Security Officer, and Dhusdee Chandswang, Project Management Officer

Do you want to learn how to protect your personal and University information? Learn how to best protect your accounts from hackers. Find out where to safely store your sensitive information such as social security number, passwords, date of birth, home address, etc.

Friday, December 7th • 10:00 – 11:00 a.m. • CP-730

COMMUNICATING COOPERATIVELY AT WORK

Facilitator: Gina Peck-Sobolewski, LMFT, EAP

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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

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