University Business Institute

2012-2013 CATALOG
June-July

CALIFORNIA STATE UNIVERSITY FULLERTON
ADMINISTRATION & FINANCE

Partners in Learning...
In support of our collective efforts and role as stewards of University resources, the Division of Administration & Finance launched the University Business Institute (UBI) in the 2008-09 academic year. Intended to assist the university and its constituents in responding to the increasingly complex and ever-changing fiscal environment, the UBI continues to provide practical information pertaining to resource management. The UBI provides programs for both seasoned and novice administrators, staff and academic leaders whose duties include fiscal and human resource management. Course offerings include budget and financial management, human resource management, risk management and liability, internal controls, and resource planning. Supplemental programs and workshops in areas such as communication provide skills and knowledge necessary to support University and individual success and effective resource management. If you have questions regarding the UBI, please contact Paulette Blumberg, Interim Associate Vice President for Administration & Finance, at extension 4717 or the UBI staff. We are pleased to offer the 2012-13 UBI course offerings to assist in supporting on-going effective university resource management during this particularly challenging fiscal year.

William C. Barrett
Interim Vice President for Administration & Finance/CFO

Benefits to participants include:
- Improved understanding of university policies and procedures.
- Increased knowledge and expertise necessary for sound decision-making.
- Better understanding of broad university resource issues and implications.
- Enhanced insight of the CSUF culture and organizational competencies.
- Improved personal and professional proficiency.

Testimonial

“UBI provided me the opportunity to meet colleagues I had spoken to on the phone for years. I discovered solutions to challenges and innovative approaches to my work.”

Meet the Staff

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Key—Workshop Delivery

Online-Training  UBI By the Book Club  Peer Learning  Lunch & Learn  Learning Lynda
CERTIFICATE IN MANAGING FUNDS AND ACCOUNTS

Designed for individuals with division or department budget, financial and purchasing oversight, the Managing Funds and Accounts Certificate Program consists of ten required workshops and five optional workshops.

Workshops may be taken in any sequence and may be taken individually or as part of the certificate program.

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The Workshops

Module 1: Understanding the State, CSU and CSUF Budget Processes (UBI205)
Designed for individuals interested in gaining an understanding of sources and types of university funds, participants will:
- Gain a general perspective on university budgeting.
- Understand the overall budget process for the State, the CSU and Cal State Fullerton.

Presenter: Sarah Song, Director, Budget Planning and Administration
Dates: October 5, 2012—10:00-11:00 a.m.
March 4, 2013—10:00-11:00 a.m.

Module 2: Introduction to Budget & Account Management Principles and Practices—PART A (UBI214)
Part A focuses on accounting and expense processes and transactions. Designed for beginners as a high level overview, participants will:
- Understand chartfield definitions & set-up.
- Review accounting transactions and entries.
- Learn how to access financial information and reports.
Details regarding Trust and Non-State Funds will be covered in other sessions.

Presenters: Lori Arthur, IT Documentation & Training Specialist; Lynn Cayas, Senior Accounting Lead; Laura Hultman, Senior Financial Reporting Lead
Dates: December 6, 2012—10:00 a.m.-12:00 p.m.
February 20, 2013—2:00-4:00 p.m.

Module 4: Managing Trust Funds (UBI228)
Designed for those working with or planning to work with trust accounts, participants will explore policies and procedures in reference to:
- Trust fund sources, allowable uses and reporting requirements.
- Education Code and Executive Order directives.
- Information and documentation necessary to establish and renew trust accounts including revenue estimates, expense budgets, trust account agreement forms, and biannual review and renewal processes.
- Trust Account expenditure restrictions.

Presenter: Greg Sweet, University Tax Compliance Manager
Dates: October 25, 2012—10:00-11:30 a.m.
April 25, 2013—2:00-3:30 p.m.

Part B focuses on budget processes and transactions. Designed for those who have completed Introduction to Budget Account Management Principles and Practices—PART A or who are familiar with account management, participants will learn:

- Components of baseline budgets and one-time funds.
- How to establish and close chartfields.
- How to monitor balances by reading reports.
- Details that affect the bottom line.

Presenters: Laleh Graylee, Director of Analysis and Decision Support; Sarah Song, Director, Budget Planning and Administration

Dates: November 7, 2012—10:00-11:30 a.m.
April 25, 2013—10:00-11:30 a.m.

Module 5: Introduction to Campus Travel Procedures (UBI100)
Designed for those new to preparing travel documentation, participants may use either Introduction to Campus Travel Procedures or Campus Travel Procedures – Refresher to fulfill the certificate requirement. Participants will learn:
- Policies and procedures for employee travel
authorization and reimbursement.

- Blanket travel authorization and expense claim uses, restrictions and requirements.
- Employee travel forms (Travel Authorization, Blanket Travel Authorization and Travel Expense Claims) preparation.
- University vehicle, rental vehicle and personal vehicle driving requirements.

**Module 6: Presidential Directive 11 (UBI229)**

Designed for individuals responsible for hospitality expenditures related to food and beverage, event attendance, get-well gestures, guest travel, gifts, awards, promotional items, and memorial donations, participants will learn policies and procedures including:

- Restricted and permitted uses of various funding sources.
- Preparation of supporting documentation.
- Requirements for approving officials and written designees.
- Completing, routing and approving the D11 form online.

**Presenter:** Judy Goberdhan, ASC Accounts Payable Supervisor; Michael Pruitt, Procurement Programs Specialist; Mary Ann Torres, Director of Accounts Payable

**Dates:**
- September 13, 2012—1:30-3:00 p.m.
- November 19, 2012—10:00-11:30 a.m.

**Certificate Recipient**

“I highly recommend the Managing Funds and Accounts Certificate Program because the workshops gave me the skills to excel in my position. I gained knowledge in handling department and faculty funds. Thank you for this great opportunity.”

**Gloria M. Garcia**
Administrative Support Assistant, Liberal Studies
Managing Funds & Accounts Certificate Completion, 2011-12

**Module 7: P-Card Policies and Procedures (UBI269)**

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

- Purpose and intent of P-card purchasing authority.
- Cardholder and approving official fiduciary responsibilities.
- Types and advantages of different Procurement Card Programs including the One Card, Department P-card and Declining Balance P-card.
- Prohibited and restricted transactions and policy violations and consequences.

**Presenter:** Michael Pruitt, Procurement Programs Specialist

**Dates:**
- September 26, 2012—11:00 a.m.-12:00 p.m.
- February 13, 2013—3:30-4:30 p.m.

“This course is also available online!”

**P-Card Policies and Procedures ONLINE (UBI269a)**

**Module 8: P-Card Reconciliation (UBI230)**

Required training for everyone using a university-issued procurement card (P-card) and/or approving P-card 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.
- Printing documents in “Access Online.”

**Presenter:** Michael Pruitt, Procurement Programs Specialist

**Dates:**
- October 17, 2012—2:00-3:00 p.m.
- March 20, 2013—2:00-3:00 p.m.
Module 9: Year-End Close Processes for Accounting, Budget and Payroll (UBI252)
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 the associated benefits of doing so.

Presenters: Lynn Cayas, Senior Accounting Lead; Sarah Song, Director, Budget Planning and Administration; Mary Ann Torres, Director of Accounts Payable
Date: March 27, 2013—10:00 a.m.-12:00 p.m.

Module 10: Procuring Goods and Services - Policies, Procedures and Requests (UBI204)
Designed for employees whose function includes purchasing or budget responsibilities, this session provides an overview of the process to acquire goods and services including IT, consistent with State, CSU and campus requirements. Participants will learn policies and procedures for:

- Low-value purchases.
- Formal bids (limits, methodologies, exceptions, etc.).
- Emergency purchases.
- Insurance compliance.

Also discussed will be several reportable State and CSU programs such as Small and Micro Businesses, Disabled Veteran Business Enterprises (DVBE), Target Area Preference Act (TACPA), Enterprise Zones Act (EZA) and recycling goals.

Presenters: Sally Yassine, Associate Director, Contracts and Procurements; Michael Pruitt, Procurement Programs Specialist
Date: February 19, 2013—10:00-11:00 a.m.

Optional Workshops

Module 11: Tracking University Property and Equipment (UBI224) (Optional)
Designed for those responsible for making purchasing decisions, planning or executing equipment acquisitions, or managing departmental fixed assets, participants will learn:

- Property and equipment asset management policies and procedures.
- Departmental property and equipment asset management duties and responsibilities.
- Disposal procedures for obsolete, broken or other equipment no longer necessary.
- Information technology equipment data and information security management procedures and practices.

Presenter: Willem van der Pol, Director, Facilities Operations
Dates: October 31, 2012—2:00-3:30 p.m.
April 10, 2013—2:00-3:30 p.m.

Module 12: Managing Auxiliary Services Programs and Accounts (UBI220) (Optional)
Designed for those who manage or plan to manage Auxiliary Services Corporation (ASC) programs, participants will learn:

- Requirements and restrictions for programs sponsored by the ASC.
- Obligations, liabilities and fiduciary responsibilities for ASC programs.

Testimonial

“When I initially looked at the course offerings for the Managing Funds and Accounts Certificate, I was a little skeptical about the “Intro to…” classes, wondering how much I’d get out of them since I’ve been here for quite a few years. What I found was that there is always something that is either new to me or a good reminder, so I’ve always come away feeling [that I had] benefited. The atmosphere of the workshops makes it easy to ask questions, even if they seem pretty basic. With all the budgetary changes, going back to the basics is really important—so these intro classes really enhance the overall certificate program. And your presenters are very open to discussion and questions—that’s really important!”

Jeanie Weir
Social Work Department Coordinator
College of Health & Human Development
• Documents and procedures required to establish an ASC program, contract services and purchase.
• What to expect in terms of administrative fees.
Note: This session does not include grants and contracts.

Presenters: Tariq Marji, ASC Chief Financial Officer
Date: March 14, 2013—1:00-2:00 p.m.

Module 13: Campus Travel Procedures — Refresher (UBI101) (Optional)
Designed for those who have completed Introduction to Campus Travel Procedures (UBI 100) or are familiar with campus travel procedures, participants will:
• Review employee travel reimbursement policies and procedures.
• Understand driving requirements.
• Learn the new blanket travel authorization process.
Note: Participants may use Campus Travel Procedure—Refresher in place of Introduction to Campus Travel Procedures to fulfill the Managing Funds and Accounts Certificate requirement.

Presenter: Debbie Hagman, Travel Specialist
Dates: October 17, 2012—9:30-11:30 a.m.
January 16, 2013—9:30-11:30 a.m.
March 20, 2013—9:30-11:30 a.m.
May 8, 2013—9:30-11:30 a.m.

Module 14: Projecting and Managing Faculty Funds (UBI207) (Optional)
Designed for department chairs, academic support staff and managers responsible for faculty salary budgets, representing 55 percent of the academic budget, participants will:
• Learn an easy step-by-step system for estimating funds available to support part-time faculty hiring positions.
• Understand restrictions, requirements and processes for additional faculty pay.

Presenter: Lisa Kopecky, Assistant Vice President for Academic Operations & Finance
Dates: September 20, 2012—10:00-11:00 a.m.

Module 15: Managing Grant & Contract Funds: What All College Support Staff Need to Know (UBI202) (Optional)
Designed for administrative support personnel responsible for assisting in administering grant or contract funds, participants will:
• Learn how grant proposal budgets impact actual grant funding and ASC’s role in accepting and administering grants on behalf of the university.
• Understand the importance of accurate reporting.
• Learn how to track and recover faculty release time and calculate faculty additional pay.
• Review allowable and non-allowable costs.
• Recognize campus offices supporting grant and contract funding administration, their respective functions and appropriate office(s) to contact.

Presenters: Tanya Thompson, Assistant Director/Sponsored Program Coordinator, ASC Office of Sponsored Programs
Dates: December 13, 2012—10:00-11:30 a.m.
May 16, 2013—10:00-11:30 a.m.

“Learning is a treasure that will follow its owner everywhere.”
Chinese Proverb
CERTIFICATE IN OPTIMIZING STAFF PERFORMANCE

Intended for managers and department chairs responsible for managing staff and administering human resource policies, procedures and practices, the Optimizing Staff Performance Certificate Program consists of ten required workshops and five optional workshops.

Workshops may be taken in any sequence and may be taken individually or as part of a certificate program.

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<td>How to Conduct Behavior-Based Interviews (UBI283)</td>
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<td>Developing Effective Position Descriptions (MPP/Chairs Only) (UBI209)</td>
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<td>How Staff Compensation Works (MPP/Chairs Only) (UBI219)</td>
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<td>Recognizing and Motivating Staff (UBI238)</td>
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<td>Worker’s Compensation Policies &amp; Procedures: An Overview (UBI201)</td>
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<td>Addressing Performance Issues (MPP/Chairs Only) (UBI239)</td>
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<td>Conducting Effective Performance Evaluations (MPP/Chairs Only) (UBI234)</td>
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<td>Understanding Leave Options (MPP/Chairs Only) (UBI212)</td>
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<td>Millennials in the Workplace (UBI246)</td>
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<td>Preparing for and Succeeding at On-Campus Interviews (UBI295)</td>
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<td>New Employee Orientation (HRS043A)</td>
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<td>How to Conduct a Virtual Interview (UBI268)</td>
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CERTIFICATE IN OPTIMIZING STAFF PERFORMANCE

The Workshops

Module 1: Understanding Staffing Strategies and Appointment Options (MPP/Dept. Chairs Only) (UBI282)
Designed to inform managers and department chairs of the various types of staff appointment categories and staffing options, participants will understand the benefits and intricacies of evaluating operational and staffing needs following a vacancy and identifying the appropriate action for:
• Regular on-going appointment.
• Emergency hires.
• Fiscal-year renewal.
• Retired annuitant appointment.
• Intermittent/on call appointment.

Presenter: Phenicia McCullough, Employment Manager
Date: December 5, 2012—9:30-11:30 a.m.

Module 2: Recruiting and Hiring Great Staff (MPP/Chairs Only) (UBI213)
Designed to guide hiring managers and department chairs in finding and selecting the right person to fill vacant positions, participants will learn:
• The value of investing in the recruitment process and selecting the right candidate.
• How to articulate key job duties and required skills and experience.
• Effective outreach and recruitment strategies.
• How to evaluate candidates’ abilities to perform essential job duties.
• How to conduct effective reference checks.
• Successful job orientation and on-boarding techniques.

Presenter: Phenicia McCullough, Employment Manager
Date: September 26, 2012—2:00-4:00 p.m.

Module 3: Pre-Employment Selection Tools (MPP/Chairs Only) (UBI236)
Designed to provide hiring managers and department chairs with knowledge and understanding of tools available to assess candidates’ job knowledge skills and abilities, participants will learn:
• Important considerations in evaluating candidates’ abilities to perform essential job duties.
• The value and application of effective skills assessment tools in selecting the right candidate.
• Available online and other pre-employment selection tools and how to integrate these tools into staff recruitment and selection processes.

Presenters: Phenicia McCullough, Employment Manager; Denise Johnson, Director, HR Operations
Date: November 6, 2012—10:00-11:30 a.m.

Module 4: How to Conduct Behavior-Based Interviews (UBI283)
Designed for managers, department chairs and others participating on campus search committees, participants will learn:
• The effectiveness of structured behavior-based interviewing in identifying and selecting the right candidate.
• Key principles and concepts in behavior-based interviews.
• How to design behavior-based questions and practice for a mock interview.

Presenters: Lori Muse, Professor of Management, Mihaylo College of Business & Economics; introduction by Phenicia McCullough, Employment Manager
Dates: October 31, 2012—10:00 a.m.-12:00 p.m.
March 6, 2013—10:00 a.m.-12:00 p.m.

Module 5: Developing Effective Position Descriptions (MPP/Chairs Only) (UBI209)
Designed to provide managers and department chairs with the knowledge and tools to develop effective positions descriptions, participants will learn:
• How to articulate key job duties and required skills in staff position descriptions.
• How to effectively utilize positions descriptions in recruiting and retaining quality staff, including during:
  - Hiring, orienting and on-boarding.
  - Providing performance feedback, coaching and evaluating.
  -Departmental restructuring.
  -Changing staff duties and assignments.

Presenters: Maria Lucia Gonzalez, Compensation

www.fullerton.edu/UBI
To register, see “How to Register for a Workshop” on page 35
and Classification Manager; Cathy Wilson, Compensation Specialist

Date: March 26, 2013—10:30 a.m.-12:00 p.m.

Module 6: How Staff Compensation Works (MPP/Chairs Only) (UBI219)
Designed to provide managers and department chairs with a framework for understanding staff compensation and classification, participants will learn:
- Factors that influence compensation, including salary ranges, internal equity and experience.
- Options for facilitating staff personnel and pay actions, including promotions, temporary or permanent reassignments, reclassifications and in-range progressions, funding source, supervisor or location changes, and faculty or staff leaves.
- The implications of time-base of changes.

Presenters: Silvia Gonzalez, Compensation/Classification Specialist; Maria Lucia Gonzalez, Compensation and Classification Manager

Dates: October 23, 2012—2:00-4:00 p.m.
March 19, 2013—10:00 a.m.-12:00 p.m.

Module 7: Recognizing and Motivating Staff (UBI238)
Designed for all managers, leads and individuals, participants will learn:
- What really motivates people.
- Best practices and techniques for creating a thriving workplace and fully-engaged staff.
- Innovative, low cost ways to encourage commitment and build enthusiasm and excitement.

Presenters: Roy Gonzales, Manager, Human Resource and Organizational Development, Facilities Operations

Date: October 9, 2012—9:00-11:00 a.m.
February 12, 2013—2:00-4:00 p.m.

Module 8: Workers’ Compensation Policies & Procedures: An Overview (UBI201)
Designed to familiarize staff, managers and department chairs with workers’ compensation requirements and specific forms and procedures, participants will learn:
- Types of injuries covered, applicable laws and available benefits.
- University reporting guidelines and forms.
- Return to work policy and procedures.
- Reasonable accommodation factors and expectations for temporary and permanent restrictions.
- Timelines and sense of urgency typically associated with worker’s compensation.

Presenter: Alisha Brown, Worker’s Compensation Manager

Dates: September 26, 2012—9:30-10:30 a.m.
February 13, 2013—2:00-3:00 p.m.

Module 9: Addressing Performance Issues (MPP/Chairs Only) (UBI239)
Intended for managers and department chairs to provide a framework for addressing one of the most challenging and frequently avoided supervisor job duties: addressing staff performance issues. Participants will learn:
- How to identify performance management opportunities and challenging employee behaviors.
- Techniques to address performance issues in a timely manner.
- Key practices in providing effective feedback.
- General principles of progressive discipline.

Presenter: Liz Castello, Labor Relations Manager

Date: February 21, 2013—2:00-3:00 p.m.

Module 10: Conducting Effective Performance Evaluations (MPP/Chairs Only) (UBI234)
Designed to provide managers and department chairs with knowledge and tools necessary to effectively utilize performance evaluations in optimizing staff performance, participants will learn:
The value and role of performance evaluations as a performance management tool.

How to prepare for the performance evaluation process.

How to develop an evaluation that accurately reflects employee performance and motivates staff to excel.

How to set effective goals.

How to conduct performance evaluation meetings.

**Presenter:** Liz Castello, Labor Relations Manager

**Date:** March 28, 2013—10:00 a.m.-12:00 p.m.

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**Module 11: Understanding Leave Options (MPP/Chairs Only) (UBI212) (Optional)**

Designed for managers and department chairs, participants will learn more about:

- Paid and unpaid leave options available to CSUF employees.
- Important timelines, notification procedures and requirements.
- Communicating with staff during paid and unpaid leave.

**Presenters:** Denise Johnson, Director, HR Operations; Elda Moreno, Benefits Manager

**Dates:** November 6, 2012—2:00-4:00 p.m.

April 15, 2013—10:00 a.m.-12:00 p.m.

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**Module 12: Millennials in the Workplace (Optional) (UBI246)**

Designed for all individuals who want to better understand their co-workers and students by highlighting important generational differences, participants will gain a better understanding of:

- Who are the Millennial generation and what are their expectations.
- How to interact with today’s students to encourage maximum performance in the workplace.
- How to collaborate with colleagues from other generations.

**Presenter:** Sharnette Underdue, Associate Director of Housing & Residence Life

**Date:** TBD

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**Module 13: Preparing for and Succeeding at On-Campus Interviews (Optional) (UBI295)**

Designed for CSUF entry and mid-level career employees, participants will learn:

- How to prepare for an on-campus interview.
- How to deliver memorable responses during the interview.
- How to give a positive impression of your candidacy to the search committee.
- How to select appropriate professional reference information for the search committee.
- How to appropriately follow-up after the interview has ended.

At Cal State Fullerton, interviews candidates have been pre-screened by Human Resources and the interviewing department. 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 candidate’s job knowledge, the candidate’s ability to learn requirements they do not already know, and the candidate’s prospective fit within the department. This workshop will assist job candidates to best present themselves before, during and after an on-campus interview

**Presenter:** Dawn Valencia, Director, University Outreach

**Date:** October 10, 2012—12:00-1:00 p.m.

January 15, 2013—12:00-1:00 p.m.

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**Module 14: New Employee Orientation ONLINE (Optional) (HRS043A)**

This course is an online workshop!

[http://titancom.fullerton.edu/broadcast/fs0.html](http://titancom.fullerton.edu/broadcast/fs0.html)

The New Employee Orientation provides an overview of the history, philosophy, and employment policies and procedures for Cal State Fullerton. Participants learn about the organizational structure; colleges;
CERTIFICATE IN OPTIMIZING STAFF PERFORMANCE

departments; additional campus facilities; general campus information; helpful hints; and campus policies, procedures and guidelines.

Module 15: How to Conduct a Virtual Interview (Optional) (UBI268)
Designed for all individuals interested in utilizing virtual on-line interviewing as a mechanism for communicating with and assessing candidates, participants will learn:
• How to use the on-line interview process.
• The benefits including cost savings and convenience.

Presenter: Phenicia McCullough, Employment Manager
Date: October 18, 2012—2:00-3:00 p.m.

"Lead from the back — and let others believe they are in front."
Nelson Mandela
The Workshops

Maximizing the Student Employment Experience (UBI237)
Designed for all individuals who oversee student assistants, participants will learn:

- The importance of student assistant work experiences in developing students.
- How to enhance student learning on the job.
- How to improve your skills as a supervisor.
- Best practices in supporting student learning and college experiences via developmental work opportunities.

Presenters: Deanna Shoop, Associate Director of MBA Programs
Date: November 28, 2012—10:00 a.m.–12:00 p.m.

Mentoring Our Future Student Professionals (UBI287)
Designed for all individuals who oversee student assistants, particularly our international students, participants will:

- Learn what it means to be a mentor.
- Learn how to have a successful interpersonal and professional mentoring relationship with students.
- Learn how to advance the student's academic and professional goals.
- Learn to tailor your approach to the mentor relationship based on culture, ethnicity and gender.

Presenter: Gerald Bryant, Director, McNair Scholars Program
Date: October 23, 2012—10:00-11:30 a.m.

Cross-Cultural Dialogues in the Workplace (UBI262)
Designed for all individuals who oversee student assistants, particularly our international students, participants will:

- Gain a heightened awareness of and sensitivity to cultural differences.
- Recognize cultural values and norms.
- Learn strategies to work better with our diverse student population.
- Learn how to capitalize on our diversity best practices and encourage positive cross-cultural conversations.

Presenters: Lay Tuan Tan, Director, Office of International Education & Exchange; Elahe Amani, Director, Technology Services, Student Affairs
Date: October 17, 2012—2:00-3:30 p.m.

Dealing with Challenging Coworker or Student Situations (UBI245)
Designed for those who may encounter students they categorize as “difficult” (e.g., a coworker or individual who won’t listen, becomes angry or upset with a decision, won’t take no for an answer and/or may appear irrational), participants will:

- Learn strategies for preventing and responding to difficult behavior.
- Learn the procedures for reporting disruptive/difficult students to Judicial Affairs and/or University Police.
- Learn about campus resources.
- Participate in a case study group exercise.

Presenter: Sandra Rhoten, Associate Dean for Judicial Affairs
Date: October 30, 2012—10:00-11:30 a.m.
April 16, 2013—2:00-3:30 p.m.

Promoting Student Professionalism (UBI284)
Students often think and behave differently on the job than they do at the University. However, when students discover that the professional attitudes and behaviors they use at work are also effective at the University, everyone benefits. When everyone at the University takes great responsibility for student success, the positive, professional behaviors are reinforced and modeled for students. This interactive workshop will provide support for creating a culture of responsibility. Designed for all individuals who oversee student assistants, participants will learn:

- Relationship between students’ professional attitudes/behaviors and college success
- Active learning strategies – opportunity to interact with and learn from others
- Working competencies outlines in Secretary’s Commission on Achieving Necessary Skills (SCANS) [Handout]

Presenter: Lea Beth Lewis, Assistant Dean for Student Affairs, College of Health and Human Development
DEVELOPING OUR FUTURE PROFESSIONALS SERIES

**Date:** September 25, 2012—10:00-11:00 a.m.
February 12, 2013—10:00-11:00 a.m.

**Student Hiring and Employment (UBI223)**
Designed for employees who hire and/or manage student assistants, participants will learn:
- How to advertise an open student employee position.
- How to manage the student employee hiring process (including Federal Work Study Students).
- How to train and manage student employees.
- How the students get paid.
This session provides an opportunity to hear from a variety of departments that support the Student Employment Program, such as the Office of the Vice President for Student Affairs, Financial Aid, Payroll, the Career Center and the University’s Tax Compliance Manager, as we discuss all things related to hiring student employees.

**Presenter:** Victor Rojas, Administrative Analyst for Student Affairs; Marilou Encina, Payroll Analyst; Jaime Hamilton, Financial Aid Counselor, FWS Coordinator; Elizabeth Munoz, Education, Health and Nonprofit Counselor; Greg Sweet, University Tax Compliance Manager; Lay Tuan Tan, Director, Office of International Education & Exchange

**Date:** August 13, 2012—9:00-10:30 a.m.
CERTIFICATE IN TRAIN THE TRAINERS

Transform Your Training

Designed for workshop trainers, facilitators or presenters as well as those involved in developing workshop or presentation content, participants will learn how to:

- Design high-impact learner-centered workshops.
- Create powerful learning objectives.
- Apply adult learning theories to workshop design and delivery.
- Incorporate a variety of active learning strategies.
- Integrate workshop assessment techniques to ensure learning objectives have been achieved.

Participants who complete all three parts will receive a certificate. Participants who complete the Train the Trainer Certificate Program are eligible to receive individual consultation and a training visitation. Please email Marian Sherman (msherman@fullerton.edu) to request this advanced training or to request enrollment in the Train the Trainer Titanium Community.

Presenters:

Andrea Guillaume, Professor, College of Education; Teaching & Learning Support Coordinator, Faculty Development Center

Dennis Robinson, Director, Distance Education & Information Technology

Ruth Yopp-Edwards, Professor of Literacy, College of Education

The Workshops

Train the Trainer— Part 1 (UBI256)
Participants will be able to:

- Write objectives (outcomes).
- Plan and sequence learning activities to meet workshop objectives.
- Explain at least one way adult learning theory can be incorporated into a workshop they design and/or deliver.
- Describe at least one active learning technique appropriate for the context of a workshop they design and/or deliver.
- List at least one assessment method appropriate for a given objective.

Date: November 14, 2012—2:00 p.m.–4:00 p.m.

Note: You must attend Part 1 in order to attend Part 2

Train the Trainer— Part 2 (UBI271)
Participants will able to:

- Collect and analyze evidence related to training effectiveness.
- Teach and assess one objective in a micro-training setting.

Date: December 14, 2012—2:00 p.m.–4:00 p.m.

Train the Trainer— Part 3 (UBI272)
Participants will be able to:

- Use formative and summative assessment techniques appropriate for their content.
- Use a variety of active learning strategies during different segments of their workshops.
- Refine initial workshop plans to incorporate assessment, adult learning theory and active learning strategies.

Date: January 11, 2013—2:00 p.m.–4:00 p.m.
The Workshops

**Social Media: What Is It? Should I Use It? (UBI299)**
Designed for campus employees who want to use social media to communicate effectively with their constituencies, participants will learn:
- Which mediums (LinkedIn, Facebook, Twitter, etc.) are most effective for different audiences.
- What’s involved with creating and supporting a social media program.
- The importance of metrics.

**Presenters:** Kathy Drake, Marketing Specialist, Mihaylo College of Business & Economics  
**Date:** October 24, 2012—10:00-11:30 a.m.  
February 19, 2013—2:00-3:30 p.m.

**Using LinkedIn (Hands-On) (UBI265)**
Designed for university professionals interested in networking and collaborating with other professionals via LinkedIn or who will benefit from collaborative research, participants will learn:
- What is LinkedIn and how it is used at CSUF.
- How to build a profile.
- How to search and connect with other professionals.
- How to join professional groups and benefit from this collaborative tool.

**Presenters:** Jim Case, Director, Career Center  
**Date:** September 13, 2012—10:00 a.m.-12:00 p.m.

**Finding and Using Fair Use and Rights—Free Media (UBI297)**
Creating quality images, video, audio and interactive content for use in instructional materials and assignments, marketing and promotional materials, presentations, websites, and communication channels can be a challenge. Why try to reinvent the wheel? And don’t take the risk of violating copyright. Designed for faculty, staff, and student assistants or interns, participants will learn:
- How and when the doctrine of Fair Use covers your use of published media.
- What is Creative Commons, and how and when you may use it.
- What is Public Domain, and how and when you may use it.
- What kind of copyright resources are available here at CSUF.

**Presenter:** Anthony Davis, Electronic Resources & Copyright Librarian; Colleen Greene, Systems Librarian & Communications Coordinator  
**Date:** September 11, 2012—10:00 a.m.-12:00 p.m.

**Personal Facebook Profiles (Hands-On) (UBI260)**
Designed to provide an understanding of how individual Facebook profiles work and how they can be used for professional and personal engagement, participants will learn:
- How to create and/or customize a Facebook profile.
- How to monitor and control privacy and security settings.
- How to use basic Facebook features: finding and adding friends, sharing posts and links, sharing photos and video.
- How to use more advanced Facebook features: friends lists, groups, pages, messaging, chat, apps, mobile clients.

**Presenters:** Colleen Greene, Systems Librarian & Communicators Coordinator  
**Date:** October 16, 2012—10:00 a.m.-12:00 p.m.

**Beyond the Basics: Personal Facebook Profiles (Hands-On) (UBI302)**
So you’ve set up a Facebook account, added some Friends, and posted some Photos and Links. Now what? Whether you aspire to be a Facebook power user or simply want to get a better handle on your Facebook account, this class will help you get more value from Facebook. Designed for staff and faculty, participants will learn:
- How to monitor and control your privacy and security settings and stay abreast of these continuously changing settings.
- How to customize, manage and handle Timeline.
- How to use Lists and Groups for professional networking, to control incoming “noise” levels from what your Friends post, and to control which Friends receive your own posts.
SOCIAL MEDIA SERIES

- How to control which external apps have access to your account and what type of Profile content they can access.
- How to take better advantage of Facebook chat and messaging.

Presenter: Colleen Greene, Systems Librarian & Communications Coordinator
Date: January 29, 2013—10:00 a.m.-12:00 p.m.

Getting Started with Professional Facebook Pages (Hands-On) (UBI261)
Designed to provide a better understanding of how organizational or brand Facebook pages work and how they can create a culture of connectivity.

Prerequisite: Personal Facebook Profiles (UBI 260) or equivalent experience.

Participants will learn:
- How to decide between using a Facebook Page vs. Facebook Group to interact with target audience(s).
- How to create and start customizing and administering your new Facebook Page.
- Recommended best practices for engaging followers (individuals and organizations).
- Recommended methods for finding and re-using content you do not personally have to create.

Presenter: Colleen Greene, Systems Librarian & Communications Coordinator
Date: November 8, 2012—10:00 a.m.-12:00 p.m.

Beyond the Basics: Professional Facebook Pages (Hands-On) (UBI270)
Designed to provide those already comfortable with administering a basic organizational or professional brand Facebook Page with additional information on customizing appearance, incorporating external content and applications, and analyzing Page metrics.

Participants will learn:
- How to incorporate external media and content into a Page through third-party applications.
- Recommended best practices for auto-publishing external content to a Page and tips on when to manually publish.

Presenter: Colleen Greene, Systems Librarian & Communications Coordinator
Date: February 20, 2013—10:00 a.m.-12:00 p.m.
The Workshops

Communication Strategies for Effective Collaboration (UBI264)
Designed for individuals who want to enrich their communication through a better understanding of group dynamics, participants will learn concepts, strategies and techniques for:
- Understanding factors that influence how individuals and groups communicate.
- Establishing effective group communication protocols.
- Addressing and coping with miscommunication.
- Applying strategies to improve the outcomes of individual and group projects.

**Presenters:** Helen Alexander, Graduate Learning Specialist, University Learning Center and Part-Time Lecturer, American Language Program
**Date:** October 10, 2012—1:30-3:00 p.m.

Got Finesse? Enhance Your Presentation Skills (UBI240)
Are you nervous when you speak in front of groups? Do you feel those butterflies in your stomach when you are presenting to a group? Do you wish you had more confidence as you get called on to speak at the very last minute? Whether you are an amateur or a seasoned presenter, this interactive session provides insights designed to assist you in becoming the presenter you always wanted to be! Workshop content focuses on essential building blocks:
- Organization.
- Vocal variety.
- Body gestures.

**Presenter:** Emeline Yong, Assistant Dean for Student Affairs, Mihaylo College of Business & Economics
**Date:** October 24, 2012—10:00-11:30 a.m.  
February 26, 2013—2:30-4:00 p.m.

Writing that Works (UBI258)
Designed for all individuals interested in enhancing their writing skills, participants will learn:
- How to use style and strategy to enhance writing skills.
- How to design well-constructed written documents that convey messages simply and effectively.
- Common grammar, punctuation and style errors and how to avoid them.
- How to work smart, not hard!

**Presenter:** Teeanna Rizkallah, Lecturer, Business Communication Program
**Date:** September 19, 2012—2:00-3:30 p.m.  
February 27, 2013—2:00-3:30 p.m.

Conflict Resolution: Dealing with Difficult People (UBI257)
Designed to assist in addressing conflict in a calm and professional manner, participants will:
- Be able to describe the five conflict handling modes and identify their characteristics in situations of conflict.
- Identify strategies necessary for dealing with conflict situations.
- Explore approaches for breaking down conflict to find a workable solution.
- Learn how to resolve group and individual conflict.

**Presenter:** Diane Mazzey, Graduate Advisor, Mihaylo College of Business & Economics
**Date:** September 18, 2012—9:00 a.m.-11:00 a.m.  
February 26, 2013—9:00 a.m.-11:00 a.m.

Effective Writing Strategies for Business (UBI290)
Designed for all individuals interested in making their writing more focused, clear and professional, participants will learn to:
- Write concise and informative emails, memos, letters and reports.
- Use proper format, tone, style and grammar.
- Apply direct and indirect writing strategies that effectively persuade.
Avoid common writing pitfalls and strategies for speeding up the entire writing process.

**Presenter:** Howard P. Gordon, Lecturer, Business Communication Program  
**Dates:** October 2, 2012—9:30-11:30 a.m.  
March 6, 2013—1:00-3:00 p.m.

**Interviewing for Success (UBI288)**  
Designed for individuals interested in advancing their careers, either in the near future or down the road, participants will learn:
- What to do before, during and after an interview.
- How to showcase experience, knowledge and skills during an interview.

**Presenter:** Elizabeth Munoz, Education, Health, and Nonprofit Counselor  
**Date:** September 21, 2012—10:00-11:30 a.m.  
March 12, 2013—11:00 a.m.- 12:30 p.m.

**Providing Excellent Service Using the Fish Philosophy (UBI291)**  
Designed for all individuals seeking simple, practical tools to build more effective relationships and handle challenges more effectively, participants will learn:
- Strategies for responding to difficult individuals.
- How to handle doubt, misunderstandings and objections.
- How to handle inquiries and/or complaints.
- How to promote positive chemistry by recognizing and responding to the needs of each individual.
- How to recognize issues from other perspectives and create valuable options.
- Best practices for encouraging, supporting and helping co-workers, campus constituents and university guests.

**Presenters:** Larry Martin, Associate Dean, New Student Programs; Serena Cline, Senior Coordinator, New Student Programs  
**Date:** TBD

**Cross-Cultural Conflict Resolution (UBI293)**  
Designed to assist in developing increased knowledge and understanding of conflict resolution strategies effective in a diverse work environment, participants will:
- Understand five cultural dimensions in resolving conflicts and tension at work.
- Recognize the impact of cultural differences on communications and conflict resolution.
- Learn how to create an environment where conflict and reconciliation can spark creativity and productivity, and strengthen work relationships.

**Presenter:** Elahe Amani, Director, Technology Services  
**Date:** October 4, 2012—10:00-11:30am  
April 4, 2013—10:00-11:30 am

**Surviving Meetings (UBI289)**  
Designed for all individuals who plan, attend and facilitate meetings, participants will:
- Understand the value of preparation.
- Learn how to conduct and close an effective meeting.
- Learn how to keep a meeting on target.
- Learn how to take meeting minutes.
- Review things to do following a meeting.

**Presenters:** Jack Bedell, Professor of Sociology, College of Humanities & Social Sciences; Irene Matz, Associate Dean, College of Communications  
**Date:** September 14, 2012—1:00-2:00 p.m.

**Strategies for Editing Email and Daily Correspondence (UBI301)**  
Designed for administrative staff and managers who write correspondence, participants will:
- Learn to identify the most common writing errors and personal writing vulnerabilities.
- Practice correcting errors.
- Learn to recognize the elements that make writing coherent.
- Practice editing for coherence.

**Presenters:** Helen Alexander, Graduate Learning Specialist, University Learning Center and Part-Time Lecturer, American Language Program  
**Date:** March 13, 2013—1:30-3:00 p.m.
COMMUNICATION SKILLS WORKSHOPS

Critical Thinking Crash Course (UBI294)
Designed for all individuals to foster thinking skills that can enhance written and oral communication, participants will:
- Recognize higher order thinking skills involved in effective communication.
- Practice organizing ideas to communicate in both oral and written mediums for comprehension of an intended audience.

Presenters: Helen Alexander, Graduate Learning Specialist, University Learning Center and Part-Time Lecturer, American Language Program
Date: February 6, 2013—2:30-4:00 p.m.

“They always say time changes things, but you actually have to change them yourself.”
Andy Warhol
PROJECT MANAGEMENT SERIES

Project Management Improvement

Designed for both new and experienced individuals responsible for successfully planning, managing and delivering projects, participants will learn to:
- Apply generally accepted project management guidelines and practices to manage a wide range of projects and achieve successful project outcomes
- Utilize appropriate tools, templates and checklists based on project complexity, size and scope.

The Workshops

Introduction to Project Management (UBI277)
Designed for both new and experienced individuals responsible for successfully planning, managing and delivering projects, participants will review how to:
- Define and agree upon clear project goals and measurable deliverables.
- Breakdown structure, determine task dependencies, and estimate and chart task durations.
- Control project progress and develop and implement contingency plans as necessary.
- Generate maximum team performance.

Presenter: Marci Payne, Project Management Office
Dates: October 9, 2012—2:00 p.m.-4:00 p.m.
March 11, 2013—10:00 a.m.-12:00 p.m.

Tools for Effective Project Management (UBI285)
Designed for both new and experienced project managers interested in adding additional tools, templates and checklists to their project management tool kit, participants will learn in the computer lab how to:
- Track projects in Service-now and Microsoft Project.
- Create and use PERT and Gantt charts.
- Create and use project plan templates.
- Use an enterprise-wide deployment checklist and include all the stakeholders and end-users.

- Use SharePoint and Dropbox to share documentation such as plans, quotes, proposals, meeting notes, etc.

Presenters: Marci Payne, Project Management Officer
Dates: October 22 2012—2:00 p.m.-4:00 p.m.
March 28, 2013—10:00 a.m.-12:00 p.m.

“You will never ‘find’ time for anything. If you want time, you must make it.”
Charles Bruxton

www.fullerton.edu/UBI  To register, see “How to Register for a Workshop” on page 35
LEARNING LYNDACOM

Learning With Your Peers

Learning Lynda.com is designed for individuals who want to benefit from the rich library of online training made available by the Division of Information Technology through Lynda.com and who prefer an “away-from-the-desk” learning environment to focus and learn new technology productivity skills.

The Learning Lynda.com series provides an informal computer lab environment to explore this valuable resource network, share knowledge and collaborate with peers, ask questions and receive hands-on assistance, and share application ideas.

The Workshops


**Intro to Learning Lynda.com (UBI800)**
Participants will:
- Walk through how to access Lynda.com.
- Learn how to navigate the site.
- Discover what lynda.com offers.
- Have an opportunity to explore and ask questions.

**Dates:**
- September 5, 2012—9:00-10:00 a.m.
- December 11, 2012—9:00-10:00 a.m.
- February 12, 2013—9:00-10:00 a.m.
- April 16, 2013—9:00-10:00 a.m.

**Excel II – 2007 Essential Training (UBI802)**
Participants will:
- Learn advanced formatting.
- Learn to managing lists.
- Work with sorting/grouping.
- Explore sharing.
- Learn how to find and replace.
- Work with formulas and functions.

**Dates:**
- November 7, 2012—9:00-10:30 a.m.
- December 13 2012—9:00-10:30 a.m.
- March 12, 2013—9:00-10:30 a.m.
- May 21, 2013—9:00-10:30 a.m.

**Excel I – 2007 Essential Training (UBI801)**
Participants will:
- Learn the Ribbon/what’s on the Ribbon.
- Explore the MS Office Button.
- See what’s changed in 2007.
- Learn basic formatting.
- Explore printing/page setup options and scaling.
- Learn auto-sum.

**Dates:**
- September 18, 2012—9:00-10:30 a.m.
- October 25, 2012—9:00-10:30 a.m.

**Excel III – 2007 Essential Training (UBI803)**
Participants will:
- Explore advanced functions.
- Receive training in charts and pivot tables.
- Learn about macros.

**Dates:**
- November 15, 2012—9:00-10:30 a.m.
- February 7, 2013—9:00-10:30 a.m.
- April 18, 2013—9:00-10:30 a.m.
- June 4, 2013—9:00-10:30 a.m.
Collaborate and Discover

Peer Learning Communities provide opportunities to explore resources and tools while connecting with campus peers and discovering better ways of conducting business.

Participation in a peer learning community is an excellent way to:
- Enhance your technical skills.
- Collaborate with peers.
- Share best practices.

Learning is an active process. Questions and topics will be solicited from registrants prior to the session and discussion topics will be selected based on registrants’ interest.

Prior or continuous attendance is not required.

Excel Peer Learning Community (UBI700)

The Excel Peer Learning Community is designed for individuals who either use or would like to use Excel. Participants will discuss and share information regarding the functionality and use of Excel. This is an opportunity to ask questions, understand practical uses of Excel in a higher education environment, and improve business processes and practices.

Sessions will be conducted in a computer lab to enable hands-on experience with Excel.

Facilitators: Suchi Patel, Business Analyst for Admin & Finance IT; Allyson Bates, CMS Finance Business Analyst; Greg Sweet, Tax Compliance Manager

Dates: On-going from 9:00-10:00 a.m. (in general, last Tuesday of each month):


iPad Peer Learning Community (UBI701)

The iPad Learning Community is designed for individuals currently using the iPad as a business tool. Participants will discuss and share information regarding apps and accessories that enhance productivity and collaborate and learn from peers on maximizing the use of the iPad as an efficiency and communication tool.

Facilitators: Suchi Patel, Business Analyst for Admin & Finance IT; J.P. Marquez, Lead, Rollout Support

Dates: On-going from 9:00-10:00 a.m. (in general, third Wednesday of each month):


www.fullerton.edu/UBI
To register, see “How to Register for a Workshop” on page 35
Student Assistant Supervisors Peer Learning Community (UBI703)

The Student Assistant Supervisors Peer Learning Community is designed for individuals who supervise student assistants. Participants will discuss and share information to maximize the student’s work experience; enhance student learning; improve skills as a supervisor; provide constructive, appropriate feedback; and integrate developmental work opportunities. Tips for improving the process of accounting for students’ time will be introduced.

Facilitators: Deanna Shoop, Associate Director of MBA Programs; Victor Rojas, Administrative Analyst for Student Affairs; Suchi Patel, Business Analyst for Admin & Finance IT

Dates: December 12, 2012—9:00-10:00 a.m.
May 14, 2013—9:00-10:00 a.m.

“We are the change we have been waiting for.”
President Barack Obama
The Workshops

Event Planning 101 (UBI251)
Whether you are hosting an event for 500 or a small departmental retreat, the planning process is the same. Event planning requires organization, coordination, decision-making, time management and just making sure all the pieces of the event puzzle come together. Participants will learn the basic steps and some helpful tips for coordinating a successful event.

Presenters: Stefanie Light, Senior Director of Major Events
Date: October 3, 2012—10:00-11:30 a.m.
April 4, 2013—2:00-3:30 p.m.

De-Clutter Your Workspace (UBI298)
This workshop is designed to help professionals think differently about how to create their optimum workspace. Participants will learn:
- How to turn chaos into an organized, clutter-free expression of your most productive self.
- How to identify your de-clutter goals to live the work-life that you deserve.
- How organized surroundings will help to relieve stress and tension so that you can improve relations with co-workers and supervisors.
- How your new-found clutter-free freedom can help you reach your own professional development goals.

Presenter: Dr. Regina Lark
Dr. Regina Lark is a Certified Professional Organizer and specializes in working with women with ADD and people with chronic disorganization and hoarding disorders.
Date: October 11, 2012—10:00-11:30 a.m.

Hands-on Photoshop for Beginners (UBI500)
Looking for an introduction to Adobe Photoshop with hands-on training? This informal class, created by special request, will cover the basics of working with Photoshop through examples so you can create custom announcements and other documents on your own! Participants will:
- Learn how to manage and create layers.
- Learn how to make images transparent.
- Discover how to add text to an image.
- Explore Photoshop tools and settings.
- Learn how to crop and resize an image.

Presenters: Maureen Fox, Administrative Support, Vice President for Administration & Finance Office; Jessica Maynard, Student Assistant, Vice President for Administration & Finance Office; Jillian Wong, Student Assistant, Vice President for Administration & Finance Office
Date: August 2, 2012—10:00-11:30 a.m.
August 16, 2012—10:00-11:30 a.m.
TBD

iPhone, iPad and Androids—Mobile Computing Overview (UBI267)
This course will discuss various mobile computing devices—iPhones, iPads, Android devices, Chromebooks and ultra-portable laptop computers. Mobile hotspots and WiFi internet access and essential apps everyone needs on their mobile computing devices will also be discussed. Participants will learn about:
- Mobile computing devices—making sense of all the options.
- Data plans, WiFi access and Mobile hotspots.
- Overview of Mobile security.
- Strengths and limitations of mobile computing devices.
- Mobile computing accessories and protection.
- App ecosystems and essential mobile apps.
- Cloud data storage.

Presenter: Tim Benbow, Lead, Information Technology Training
Date: October 25, 2012—2:00-3:30 p.m.
May 14, 2013—2:00-3:30 p.m.
HEALTH AND SAFETY WORKSHOPS

The Workshops

Campus Health & Safety Requirements (CWB0001)
Designated as a required class for all faculty, staff, managers and student assistants, this workshop is intended to increase awareness and promote the safety and health of faculty, staff and students. Participants will learn how to create a safe working environment and the basics for:
- Injury prevention.
- Emergency preparedness.
- Fire safety.
- Hazard communication.

Presenter: Cari Elofson, Safety Training and Development
Date: July 23, 2012—11:00 a.m.-1:00 p.m.
August 20, 2012—11:00 a.m.-1:00 p.m.
September 17, 2012—11:00 a.m.-1:00 p.m.
October 22, 2012—11:00 a.m.-1:00 p.m.
November 19, 2012—11:00 a.m.-1:00 p.m.
December 24, 2012—8:00-10:00 a.m.
January 28, 2013—11:00 a.m.-1:00 p.m.
February 25, 2013—11:00 a.m.-1:00 p.m.
March 25, 2013—11:00 a.m.-1:00 p.m.
April 29, 2013—11:00 a.m.-1:00 p.m.
May 27, 2013—11:00 a.m.-1:00 p.m.
June 24, 2013—11:00 a.m.-1:00 p.m.
July 29, 2013—11:00 a.m.-1:00 p.m.

This course is also available online!

Campus Health & Safety Requirements ONLINE (EHS004)

CPR/AED Adult/Child and First Aid (EHS0024)
CPR/AED and First Aid components can be taken separately or together. The CPR/AED portion covers Cardio Pulmonary Resuscitation for the adult and child. The First-Aid course is designed to certify attendees in the skills required to administer first-aid in an emergency. Training meets OSHA Guidelines for First Aid Programs and combines lecture, interactive video demonstrations featuring emergency scenarios that are likely to occur in a variety of environments and hands-on training to teach participants lifesaving skills.

American Red Cross Certification—2 years

Cost: $20.00 per person/per card to cover certificate fees

Participants learn:
- How to perform CPR and care for breathing and cardiac emergencies in adults and children.
- How to use automatic external defibrillators.
- How to recognize and care for a variety of first aid emergencies, such as: burns; cuts; scrapes; sudden illnesses; head, neck, and back injuries; and heat and cold emergencies.

Presenter: Cari Elofson, Safety Training and Development
Dates: July 9, 2012—8:30 a.m.-4:00 p.m.
August 15, 2012—8:30 a.m.-4:00 p.m.
September 5, 2012—8:30 a.m.-4:00 p.m.
October 5, 2012—8:30 a.m.-4:00 p.m.
November 7, 2012—8:30 a.m.-4:00 p.m.
December 7, 2012—8:30 a.m.-4:00 p.m.
January 10, 2013—8:30 a.m.-4:00 p.m.
February 8, 2013—8:30 a.m.-4:00 p.m.
March 6, 2013—8:30 a.m.-4:00 p.m.
April 11, 2013—8:30 a.m.-4:00 p.m.
May 3, 2013—8:30 a.m.-4:00 p.m.
June 5, 2013—8:30 a.m.-4:00 p.m.
July 11, 2013—8:30 a.m.-4:00 p.m.

Fire Extinguisher Use—Workshop (EHS0035)
Fire extinguishers are only valuable safety devices when you how know to use them. Designed for all campus individuals, participants will:
- Learn how to use a fire extinguisher.
- Practice using a fire extinguisher.
- Learn about different types of extinguishers.

Presenter: Cari Elofson, Safety Training and Development
Date: July 23, 2012—2:00-3:00 p.m.
August 20, 2012—2:00-3:00 p.m.
September 17, 2012—2:00-3:00 p.m.
October 22, 2012—2:00-3:00 p.m.
November 19, 2012—2:00-3:00 p.m.
December 21, 2012—3:30-4:30 p.m.
January 28, 2013—2:00-3:00 p.m.
February 25, 2013—2:00-3:00 p.m.
March 25, 2013—2:00-3:00 p.m.
April 29, 2013—2:00-3:00 p.m.
May 27, 2013—2:00-3:00 p.m.
June 24, 2013—2:00-3:00 p.m.
Emergency Preparedness: Don’t Run Out the Door Screaming (UBI247)
Preparing for disasters and emergencies should really not be fun, but with the right attitude, good music and a willingness to accept the inevitable, it just might be. Preparing for “the Big One,” whatever that may be, is possibly the single most important thing a person does, especially in Southern California. Participants will learn that disasters don’t have to be complete disasters if everyone knows what to do when the unthinkable strikes. In this class, participants will learn:

- How to prepare for emergencies personally, at work, at home and in your car.
- What to put in your emergency first aid kits.
- How the campus emergency management system works.
- Why evacuation and shelter-in-place drills are so important.
- Who will be the one most likely to rescue you in a disaster.

Presenter: Sue Fisher, Emergency Management Coordinator
Date: September 18, 2012—11:00 a.m.-12:00 p.m.
January 15, 2013—11:00 a.m.-12:00 p.m.

This course is also available online!

Emergency Preparedness: Don’t Run Out the Door Screaming ONLINE (EHS1004)
PERSONAL DEVELOPMENT & WELLNESS WORKSHOPS

The Workshops

Caring for the Caregiver: Strategies for Balance & Wellness (UBI250)
Self-care is essential for health and must come first. Health is always about balance, and setting healthy boundaries is how one achieves balance. Participants will learn:
- Eight Domains for Self-Care: Physical, Mental, Emotional, Spiritual, Social, Financial, Recreational and Vocational.
- Resources to help you take care of yourself.
- Technologies that may help you in your care giving.
- Loving-Kindness Meditation.

Presenter: Mary Read, Director of Clinical Training, Department of Counseling
Date: April 24, 2013—2:00-4:00 p.m.

Stress Management and Relaxation Techniques (UBI254)
Participants will:
- Understand stressors, manifestations and contributing factors.
- Learn tools for managing stress.
- Understand how to focus and concentrate and breathe correctly.
- Participate in a relaxation exercise.
- Learn how to apply these strategies in the workplace.

Presenter: Jen Schumacher, Sports Psychology Consultant (CSUF Alumna) (September); Catherine VanRiette, Adult Reentry Coordinator/MFT (March)
Dates: September 18, 2012—2:30-3:30 p.m.; March 6, 2013—12:00-1:00 p.m.

Identity Theft (UBI249)
Participants will learn:
- Definition of Identity Theft.
- How criminals steal your personal information.
- Tips to minimize risk.
- What to do if you become a victim.

Presenter: Paul McClain, University Police
Dates: November 13, 2012—2:00-4:00 p.m.; April 16, 2013—10:00 a.m.-12:00 p.m.

Vision and Goal Setting (UBI266)
Designed for those interested in learning more about setting goals and developing a means to achieve those goals, participants will learn:
- How to evaluate goals.
- How to explain organizational vision.
- How to use goals and vision for success.

Presenter: Aimee Nelson, Assistant Dean for Student Affairs, College of Education
Dates: September 27, 2012—9:30-10:30 a.m.; March 19, 2013—2:00-3:00 p.m.

Personal Financial Planning 101 (UBI248)
Designed for individuals interested in finding the key to financial success and learning how to manage personal finances, participants will learn about:
- Leverage.
- Asset allocation.
- Risk management.
- Estate planning.

“Great, useful, practical information about insurance, trusts, planning and investments.”

Presenter: Don Crane, Professor of Financial Planning/Investments, Mihaylo College of Business & Economics
Dates: October 24, 2012—2:00-3:30 p.m.; February 27, 2013—9:30-11:00 a.m.

Active Lifestyle Tips: Exercise and Nutrition (UBI280)
Participants will:
- Learn why nutrition is important.
- Understand how to evaluate food choice and eat properly.
- Practice stretches to relieve tension that can be done at your desk.
- How to exercise properly.

Presenters: Nicole Moyen, Certified Personal Trainer; Erica Munoz, Teaching Assistant in Kinesiology, College of Health and Human Development
Date: September 25, 2012—1:15-2:30 p.m.
PERSONAL DEVELOPMENT & WELLNESS WORKSHOPS

What Are Your Strengths? (UBI281)
Designed for all individuals interested in uncovering their natural talents and strengths using the Strengthfinder assessment tool first introduced by Gallop in 2001, participants will:
• Complete an online Strengthfinder assessment prior to the workshop.
• Identify their individual strengths.
• Learn how to build on strengths to realize success.
• Receive a copy of the book, Strengthfinder 2.0 by Tom Rath.

Presenter: Susan Leavy, Director, Women’s Center
Date: November 9, 2012—10:00 a.m.-12:00 p.m.
February 8, 2013—2:00-4:00 p.m.

Using Meditation to Enhance Your Personal and Professional Effectiveness (UBI300)
Designed for all campus employees, participants will learn:
• Basic meditation skills.
• How to manage stress and reduce negative emotions.
• How to increase self-awareness.
• Enhanced focus and concentration.
• How to develop compassion for self and others.

Presenter: Natalie Tran, Research Design and Analysis Faculty Coordinator, Faculty Development Center
Date: September 10, 2012—11:15 a.m.-12:15 p.m.

OLLI-CSUF Retirement Boot Camp: Navigating the New Wonder Years
In a single day, this “Boot Camp” sponsored by the Osher Lifelong Learning Institute (OLLI) highlights the major financial, medical, psychological and life planning aspects of retirement. Designed for persons planning to retire and current retirees who wish to “reset” their retirement goals and activities, participants will learn about and discuss:
• Navigating your retirement.
• Remaining healthy in retirement.
• Overcoming retirement setbacks.
• Preparing and adjusting your retirement financial plan.

This workshop is open to the public at no charge with free parking and a free lunch. Due to limited seating, reservations are preferred, but not required.
“Guarantee” your seat by contacting the OLLI office at (657) 278-2446 or by emailing stovermw@gmail.com.
To find out more about OLLI-CSUF, go to www.olli.fullerton.edu.

Presenters: Helen Dennis, author; Jane Glenn Haas, columnist; Dr. Nichole Garcia, Family practice physician; Barbara Cherry, CSUF Professor of Psychology; Danielle Blunt, Certified Financial Planner
Date: September 8, 2012—9:00 a.m.-3:00 p.m.
Location: Ruby Gerontology Center
UBI BOOK CLUB

A time to read, learn, grow, and share!

Join colleagues from across campus in discussing books related to communication, motivation, performance, and personal and professional development. All campus individuals are invited to participate when the featured book is of interest.

Discussions will be held from 12:00-1:00 p.m. on the dates indicated below (typically the third Thursday of each month):

<table>
<thead>
<tr>
<th>Book Title</th>
<th>Date</th>
<th>Author</th>
<th>Facilitator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leading Change (UBI612)</td>
<td>July 19, 2012</td>
<td>John Kotter</td>
<td>Roy Gonzales</td>
</tr>
<tr>
<td>Academically Adrift: Limited Learning on College Campuses (UBI613)</td>
<td>August 22, 2012</td>
<td>Richard Alum, Josipa Roksa</td>
<td>Mark Stohs</td>
</tr>
<tr>
<td>Students Who Drive You Crazy: Succeeding with Resistant, Unmotivated, and Otherwise Difficult Young People (UBI614)</td>
<td>September 13, 2012</td>
<td>Jeffrey and Ellen Kottler</td>
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</tr>
<tr>
<td>What Every BODY is Saying: An Ex-FBI Agent’s Guide to Speed-Reading People (UBI615)</td>
<td>October 11, 2012</td>
<td>Joe Navarro, Marvin Karlins</td>
<td>Natalie Van Beek</td>
</tr>
<tr>
<td>The Power of a Positive No (UBI616)</td>
<td>November 15, 2012</td>
<td>William Ury, Marvin Karlins</td>
<td>Susan Gaitan</td>
</tr>
<tr>
<td>Secrets to Winning at Office Politics: How to Achieve Your Goals and Increase Your Influence at Work (UBI617)</td>
<td>January 17, 2013</td>
<td>Marie G. McIntyre</td>
<td>Shannon Jackson</td>
</tr>
<tr>
<td>Flow: The Psychology of Optimal Experience (UBI618)</td>
<td>February 18, 2013</td>
<td>Mihaly Csikszentmihalyi</td>
<td>Joanne Hoven Stohs</td>
</tr>
<tr>
<td>Speed of Trust: The One Thing that Changes Everything (UBI619)</td>
<td>March 14, 2013</td>
<td>Stephen M.R. Covey</td>
<td>Suchi Patel</td>
</tr>
<tr>
<td>The Power of Habit: Why We Do What We Do in Life and Business (UBI620)</td>
<td>April 18, 2013</td>
<td>Charles Duhigg</td>
<td>Natalie Van Beek</td>
</tr>
<tr>
<td>The Knowing-Doing Gap: How Smart Companies Turn Knowledge into Action (UBI621)</td>
<td>May 16, 2013</td>
<td>Jeffrey Pfeffer, Robert I. Sutton</td>
<td>Tracey Zuno</td>
</tr>
</tbody>
</table>

LEGEND

Communication Skills
Productivity Enhancement
Personal Development & Wellness
Human Resources

To register, see “How to Register for a Workshop” on page 35.
By the Book Abstracts

**Leading Change (UBI612)**
This book identifies the common mistakes leaders and managers make in attempting to create change and offers an eight-step process to overcome the obstacles: establishing a greater sense of urgency, creating the guiding coalition, developing a vision and strategy, communicating the change vision, empowering others to act, creating short-term wins, consolidating gains and producing even more change, and institutionalizing new approaches in the future.

**Author:** John Kotter  
**Facilitator:** Roy Gonzales, Manager, Human Resources and Organizational Development, Facilities Operations  
**Date:** July 19, 2012—12:00 p.m.-1:00 p.m.

**Academically Adrift: Limited Learning on College Campuses (UBI613)**
According to more than 2,300 undergraduates at twenty-four institutions, 45 percent of these students demonstrate no significant improvement in a range of skills—including critical thinking, complex reasoning and writing—during their first two years of college. Academically Adrift holds sobering lessons for students, faculty, administrators, policy makers and parents—all of whom are implicated in promoting or at least ignoring contemporary campus culture. Arum and Roksa’s report that colleges are failing at their most basic mission will demand the attention of us all.

**Authors:** Richard Arum and Josipa Roksa  
**Facilitator:** Mark Stohs, Professor and Chair, Finance Department, Mihaylo College of Business  
**Date:** August 22, 2012—12:00-1:00 p.m.

**What Every BODY is Saying: An Ex-FBI Agent’s Guide to Speed-Reading People (UBI615)**
Joe Navarro, a former FBI counterintelligence officer, explains how to "speed-read" people: decode sentiments and behaviors, avoid hidden pitfalls, and look for deceptive behaviors. You’ll also learn how your body language can influence what your boss, family, friends and strangers think of you. Some things you will discover include what thumbs, feet and eyelids reveal about moods and motives and simple nonverbals that instantly communicate authority and establish trust.

**Authors:** Joe Navarro and Marvin Karlins  
**Facilitator:** Natalie Van Beek, Manager, Faculty Affairs & Records  
**Date:** October 18, 2012—12:00 p.m.-1:00 p.m.

**The Power of a Positive No (UBI616)**
The Power of a Positive No offers concrete advice and practical examples for saying No in virtually any situation. Whether you need to say No to your customer or your coworker, your employee or your CEO, your child or your spouse, you will find in this book the secret to saying No clearly, respectfully and effectively. A Positive No has the power to profoundly transform our lives by enabling us to say Yes to what counts—our own needs, values and priorities.

**Author:** William Ury  
**Facilitator:** Susan Gaitan, Faculty Development  
**Date:** November 15, 2012—12:00 p.m.-1:00 p.m.

**Students Who Drive You Crazy: Succeeding with Resistant, Unmotivated, and Otherwise Difficult Young People (UBI614)**
Discover more strategies for managing difficult students, with new information on aggressive/violent behavior, tips for establishing positive relationships with parents and more.

**Secrets to Winning at Office Politics: How to Achieve Your Goals and Increase Your Influence at Work (UBI617)**
This smart, practical guide shows you how to stop wasting energy on things you can’t change and start
UBI BOOK CLUB

Taking steps to get what you want by using real-life examples of political winners and losers to illustrate the behaviors that contribute to success or failure at work. You will be shown techniques for managing your boss more effectively, improving your influence skills, changing the way you are perceived and dealing with difficult people.

**Author:** Marie G. McIntyre  
**Facilitator:** Shannon Jackson, Administrative Support, VPAF Office  
**Date:** January 17, 2013—12:00 p.m.-1:00 p.m.

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**Flow: The Psychology of Optimal Experience (UBI618)**

Psychologist Mihaly Csikszentmihalyi’s famous investigations of "optimal experience" have revealed that what makes an experience genuinely satisfying is a state of consciousness called flow. During flow, people typically experience deep enjoyment, creativity and a total involvement with life. Csikszentmihalyi teaches how, by ordering the information that enters our consciousness, we can discover true happiness and greatly improve the quality of our lives.

**Author:** Mihaly Csikszentmihalyi  
**Facilitator:** Joanne Hoven Stohs, Professor of Psychology, College of Humanities & Social Sciences  
**Date:** February 18, 2013—12:00-1:00 p.m.

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**The Speed of Trust: The One Thing that Changes Everything (UBI619)**

*The Speed of Trust* offers an unprecedented and eminently practical look at exactly how trust functions in our every transaction and relationship—from the most personal to the broadest, most indirect interaction—and how to establish trust immediately so that you and your organization can forego the time-killing, bureaucratic check-and-balance processes so often deployed in lieu of actual trust.

**Author:** Stephen M.R. Covey  
**Facilitator:** Suchi Patel, Business Analyst, Administration and Finance IT  
**Date:** March 14, 2013—12:00-1:00 p.m.

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**The Power of Habit: Why We Do What We Do in Life and Business (UBI620)**

With penetrating intelligence and an ability to distill vast amounts of information into engrossing narratives—including the success of Olympic swimmer Michael Phelps and Starbucks CEO Howard Schultz—Charles Duhigg brings to life a whole new understanding of human nature and its potential for transformation. *The Power of Habit* contains an exhilarating argument: The key to exercising regularly, losing weight, raising exceptional children, becoming more productive, building revolutionary companies and social movements, and achieving success is understanding how habits work.

**Author:** Charles Duhigg  
**Facilitator:** Natalie Van Beek, Manager, Faculty Affairs & Records  
**Date:** April 18, 2013—12:00-1:00 p.m.

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**The Knowing-Doing Gap: How Smart Companies Turn Knowledge Into Action (UBI621)**

Jeffrey Pfeffer and Robert Sutton identify the causes of the knowing-doing gap and explain how to close it by using examples from dozens of firms that show how some overcome the knowing-doing gap, why others try but fail and how still others avoid the gap in the first place.

**Authors:** Jeffrey Pfeffer and Robert I. Sutton  
**Facilitator:** Tracey Zuno, Manager, Service Center  
**Date:** May 16, 2013—12:00-1:00 p.m.

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"The aim of argument, or of discussion, should not be victory, but progress."

Joseph Joubert
Monthly brown bag lunch and learns provide additional opportunities for individuals from across campus to:

- View pre-selected webcasts regarding important skills and competencies in a casual, relaxed group setting.
- Engage in stimulating discussion regarding application and implementation opportunities, participant experiences, potential collaboration, etc.

Webcasts below are offered through the American Management Association. Group discussion will be facilitated by Leadership Development Program alumni volunteers identified below:

Discussion will be held from 12:00-1:30 p.m. on the dates indicated below (typically the second Wednesday of each month):

### The Webcasts

<table>
<thead>
<tr>
<th>Webcast Title</th>
<th>Date</th>
<th>Facilitator</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Crucial Steps for Ensuring Project Success</strong> (UBI914)</td>
<td>September 12, 2012</td>
<td>Spencer Colman, Project Manager for Facilities Operations</td>
</tr>
<tr>
<td><strong>Beyond Words: Reading the Hidden Communications in Your Professional Interactions</strong> (UBI918)</td>
<td>October 10, 2012</td>
<td>Aimee Nelson, Asst. Dean for Student Affairs, College of Education</td>
</tr>
<tr>
<td><strong>Leadership Smarts</strong> (UBI911)</td>
<td>November 14, 2012</td>
<td>Tracey Zuno, Manager, Service Center</td>
</tr>
<tr>
<td><strong>Fierce Conversations</strong> (UBI912)</td>
<td>December 12, 2012</td>
<td>Lillybeth Sasis, Asst. Director, Center for Careers in Teaching</td>
</tr>
<tr>
<td><strong>The It Factor and How to Get It: Becoming a Master Communicator</strong> (UBI913)</td>
<td>January 9, 2013</td>
<td>Susan Leavy, Director, WoMen’s Center</td>
</tr>
<tr>
<td><strong>Drive: The Surprising Truth About What Motivates</strong> (UBI909)</td>
<td>February 13, 2013</td>
<td>Shari McMahan, Dean of the College of Health and Human Development</td>
</tr>
<tr>
<td><strong>Beyond Time Management</strong> (UBI915)</td>
<td>March 13, 2013</td>
<td>Heather Terry, Department Coordinator, Elementary and Bilingual Education</td>
</tr>
<tr>
<td><strong>The Art of Collaborative Teaming</strong> (UBI916)</td>
<td>April 10, 2013</td>
<td>Mark Stohs, Professor and Chair, Finance Department, Mihaylo College of Business</td>
</tr>
<tr>
<td><strong>Pillars of Leadership Trust</strong> (UBI917)</td>
<td>May 8, 2013</td>
<td>Jay Bond, Associate Vice President for Facilities Planning and Management</td>
</tr>
</tbody>
</table>
**BROWN BAG—LUNCH & LEARNs**

**Lunch & Learns Abstracts**

**Crucial Steps for Ensuring Project Success (UBI914)**

Participants will learn:
- How to provide more accurate information when a project starts.
- How to create a team of people that can work with your customer to set expectations and align stakeholders.

**Facilitator:** Spencer Colman, Project Manager for Physical Plan  
**Date:** September 12, 2012—12:00-1:30 p.m.

**Beyond Words: Reading the Hidden Communications in Your Professional Interactions (UBI918)**

Participants will learn:
- How to read others.
- How to recognize seven basic facial expressions across all cultures.
- How to interpret gestures.
- What are micro expressions and partial expressions.
- The power of the eyes.
- Types of adaptors.
- How to improve your non-verbal communication in the work environment.

**Facilitator:** Aimee Nelson, Assistant Dean for Student Affairs, College of Education  
**Date:** October 10, 2012—12:00-1:30 p.m.

**Leadership Smarts (UBI911)**

Find out how you can quickly identify each of the 12 Executive Skills in yourself and those you manage. You'll then learn how to navigate yourself and others into situations that best play to those strengths. Apply the knowledge you gain here to your business immediately. When you understand how to align skills with tasks, you can increase revenue and drive results by improving:
- **Productivity**—accomplish more in less time.
- **Quality**—increase the likelihood of fewer errors.
- **Recruitment**—hire the right people for the right job.
- **Teamwork**—properly match team members with each other.
- **Stress**—reduce the toll on individuals.

**Meeting**—put the right people in the right meetings to increase efficiency and accurately predict meeting outcome.

**Facilitator:** Tracey Zuno, Manager, Service Center  
**Date:** November 14, 2012—12:00-1:30 p.m.

**Fierce Conversations (UBI912)**

In this webcast you will learn the seven principles of a fierce conversation. Participants will learn to:
- Master the courage to interrogate reality.
- Come out from behind yourself, into the conversation and make it real.
- Be here and be prepared to be nowhere else.
- Tackle your toughest challenge today.
- Obey your instincts.
- Take responsibility for your emotional wake.
- Let silence do the heavy lifting.

**Facilitator:** Lillybeth Sasis, Assistant Director, Center for Careers in Teaching  
**Date:** December 12, 2012—12:00-1:30 p.m.

**The It Factor and How to Get It: Becoming a Master Communicator (UBI913)**

Some people have the ability to start a conversation and immediately draw people in, while others—perhaps even those with more valuable things to say—get pushed to the side, often ignored. Modifying your behavior to become an outgoing, charismatic person will not happen overnight. This webcast focuses on the path to that goal—specific steps you can take now, including:
- How to communicate your ideas so skillfully that people sit up and take notice.
- Ways you can become instantly memorable to others.
- Specific tactics for capturing someone’s attention longer.
- Communication tools you can use to make a positive impression on others.
- Dos and don’ts for making stronger personal connections.

**Facilitator:** Susan Leavy, Director, WoMen’s Center  
**Date:** January 9, 2013—12:00-1:30 p.m.
Drive: The Surprising Truth About What Motivates (UBI909)
Dan Pink reveals true motivators that keep employees engaged and committed. In this thought-provoking session, Pink will describe the disconnect between what science knows and what business does and reveal a better approach—one built more on intrinsic motivation and animated by three essential elements:

1. Autonomy—the desire to direct our own lives.
2. Mastery—the urge to get better and better at something that matters.
3. Purpose—the desire to do what we do in the service of something larger than ourselves.

**Facilitator:** Shari McMahan, Dean, College of Health and Human Development
**Date:** February 13, 2013—12:00-1:30 p.m.

Beyond Time Management (UBI915)
Participants will learn:
- How to energize and reenergize yourself for greater productivity.
- Holistic strategies for balancing the core areas of your life.
- Tips that can boost the value of your short- and long-term plans.
- Effective strategies for managing multiple priorities and overcoming procrastination.
- A 9-step formula for efficient daily planning.

**Facilitator:** Heather Terry, Department Coordinator, Elementary and Bilingual Education
**Date:** March 13, 2013—12:00-1:30 p.m.

The Art of Collaborative Teaming (UBI916)
Effective collaboration requires a process. This webcast identifies and examines the key components, including:
- What is a collaborative mindset?
- Ways to build trusting relationships.
- Advice for helping team members to share important, valuable goals that transcend their personal goals.
- Why it is so important to set aside your own priorities to meet the team goal.
- Building strong relationships with your “go to” people.
- Tips for solidifying your current network.

**Facilitator:** Mark Stohs, Professor and Chair, Finance Department, Mihaylo College of Business
**Date:** April 10, 2013—12:00-1:30 p.m.

Pillars of Leadership Trust (UBI917)
Trust is a measurable competency that brings dramatic results. Participants will learn:
- The eight pillars that build trust quickly with coworkers.
- How to never have a day where you say, “I didn’t get anything done.”
- The greatest need for a motivated staff and how to fill it.
- The “why” and “how” behind the most foundational key to real success.
- The three ways to build connections—quickly.

**Facilitator:** Jay Bond, Associate Vice President for Facilities Planning and Management
**Date:** May 8, 2013—12:00-1:30 p.m.
HOW TO REGISTER FOR WORKSHOPS

Registration for UBI workshops and programs is available through the faculty/staff campus portal.

INSTRUCTIONS for how to login, register, and search for in-person and online classes:

Login via the University Training & Development Web Page:
From the university Training & Development webpage: [http://training.fullerton.edu](http://training.fullerton.edu):
Click on the ETC Login link.
Log into the faculty/staff portal using your campus username and password.

Register for (In-person) Workshop:
From the Employee Training Center, select the Schedule link under the My Menu section.
(Optional) You can click on the ‘All Category’ drop down menu to view UBI classes only.
To switch between calendar and list view, use the calendar icons on the toolbar.
Click on the title of the class that you would like to register for.
Click on the Register button and follow the prompts.

Register for (Online) Workshop:
From the Employee Training Center, select My Dashboard link:
Type in a key phrase* or Course ID number under “Search Course Catalog” section and then click Search.

Click on the folder icon to open a folder.
Click on the Launch link under the Action column that coordinates to the class you want.

**Required classes:**

- **Campus Health & Safety**
  - Key Phrase: campus health
  - Course ID: CWB0001
- **Defensive Drivers Training**
  - Key Phrase: defensive
  - Course ID: EHS0026A
- **P-Card Policies & Procedures**
  - Key Phrase: P-card
  - Course ID: UBI230A
- **P-Card Reconciliation**
  - Key Phrase: P-card
  - Course ID: UBI269A

**For online classes it is recommended that you:**
Disable pop-up blockers
Use Internet Explorer or Safari browsers

**Technical Difficulties:**
For information regarding the training registration system, please contact the Employee Training Center email: [employeetrainingcenter@fullerton.edu](mailto:employeetrainingcenter@fullerton.edu) or telephone: 657-278-2064.

If you are unable to activate the training tab or have questions regarding the faculty/staff portal, contact the Campus Help Desk at extension 7777.

Please cancel if you are unable to attend as:
- classroom space is limited,
- those waitlisted can be enrolled
- facilitators know how many participants will be attending and can make the appropriate number of handouts.
## CALENDARS—FALL 2012

### July 2012

<table>
<thead>
<tr>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
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<tbody>
<tr>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td><strong>9</strong> CPR/AED/First Aid Training (EHS0024) 8:30 am - 4:30 pm</td>
<td><strong>10</strong></td>
<td><strong>11</strong></td>
<td><strong>12</strong></td>
<td><strong>13</strong></td>
</tr>
<tr>
<td><strong>16</strong> Presidential Directive 11 (UBI229) 10:00 - 11:30 am</td>
<td><strong>17</strong></td>
<td><strong>18</strong> iPad Peer Learning Community (UBI701) 9:00 - 10:00 am</td>
<td><strong>19</strong> By the Book: Leading Change (UBI612) 12:00 - 1:00 pm</td>
<td><strong>20</strong></td>
</tr>
<tr>
<td><strong>23</strong> Campus Health and Safety Requirements (CWB0001) 11:00 am - 1:00 pm Fire Extinguisher Use Workshop (EHS0035) 2:00 - 3:00 pm</td>
<td><strong>24</strong></td>
<td><strong>25</strong></td>
<td><strong>26</strong></td>
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<tr>
<td><strong>30</strong></td>
<td><strong>31</strong> Excel Peer Learning Community (UBI700) 9:00 - 10:00 am</td>
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*To register, see “How to Register for a Workshop” on page 35*
# August 2012

<table>
<thead>
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<td>Student Hiring and Employment (UBI233) 9:00 - 10:30 am</td>
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<td>CPR/AED/First Aid Training (EHS0024) 8:30 am - 4:30 pm iPad Peer Learning Community (UBI701) 9:00 - 10:00 am</td>
<td>Hands-on Photoshop for Beginners (UBI500) 10:00 - 11:30 am</td>
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<td>Campus Health and Safety Requirements (CWB0001) 11:00 am - 1:00 pm Fire Extinguisher Use Workshop (EHS0035) 2:00 - 3:00 pm</td>
<td>By the Book: Academically Adrift (UBI613) 12:00 - 1:00 pm</td>
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<td>Excel Peer Learning Community (UBI700) 9:00 - 10:00 am</td>
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## CALENDARS—FALL 2012

### September 2012

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| 3   | 4   | 5 CPR/AED/First Aid Training (EHS0024) 8:30 am - 4:30 pm  
Introduction to Learning Lynda.com (UBI800) 9:00 - 10:00 am | 6   | 7   |
| 10 Using Meditation to Enhance Your Personal and Professional Effectiveness (UBI300) 11:15 am - 12:15 pm | 11 Finding and Using Fair Use and Rights-Free Media (UBI297) 10:00 am - 12:00 pm | 12 Brown Bag Lunch & Learns-Crucial Steps for Ensuring Project Success (UBI914) 12:00 - 1:30 pm | 13 Using LinkedIn (Hands-on) (UBI265) 10:00 am - 12:00 pm  
By the Book: Students Who Drive You Crazy (UBI614) 12:00 - 1:00 pm  
Presidential Directive 11 (UBI229) 1:30 - 3:00 pm | 14 Surviving Meetings (UBI289) 1:00 - 2:00 pm |
| 17 Campus Health and Safety Requirements (CWB0001) 11:00 am - 1:00 pm  
Fire Extinguisher Use Workshop (EHS0035) 2:00 - 3:00 pm | 18 Excel I—2007 Essential Training (UBI801) 9:00 - 10:30 am  
Conflict Resolution (UBI257) 9:00 - 11:00 am  
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| 24 | 25 Excel Peer Learning Community (UBI700) 9:00 - 10:00 am  
Promoting Student Professionalism (UBI284) 10:00 - 11:00 am  
Active Lifestyle Tips: Exercise and Nutrition (UBI280) 1:15 - 2:30 pm | 26 Workers’ Compensation Policies & Procedures: An Overview (UBI201) 9:30 - 10:30 am  
P-Card Policies & Procedures (UBI269) 11:00 am - 12:00 pm  
Recruiting and Hiring Great Staff (UBI236) 2:00 - 4:00 pm | 27 Vision and Goal Setting (UBI266) 9:30 - 10:30 am | 28 |
# October 2012

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<tbody>
<tr>
<td>1</td>
<td>2 Effective Writing Strategies for Business (UBI290)</td>
<td>3 Event Planning 101 (UBI251)</td>
<td>4 Cross-Cultural Conflict Resolution (UBI293)</td>
<td>5 CPR/AED/First Aid Training (EHS0024) Understanding the State, CSU and CSUF Budget Processes (UBI205)</td>
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<td>8</td>
<td>9 Recognizing and Motivating Staff (UBI238)</td>
<td>10 Preparing for and Succeeding at On-Campus Interviews (UBI295)</td>
<td>11 De-clutter Your Work Space (UBI290) By the Book: What Every BODY is Saying (UBI1615)</td>
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<td></td>
<td>Introduction to Project Management (UBI277)</td>
<td>Brown Bag Lunch &amp; Learns-Beyond Words: Reading the Hidden Communication in Your Professional Interactions (UBI1918)</td>
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<td>Communication Strategies for Effective Collaboration (UBI264)</td>
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<td>16 Personal Facebook Profiles (UBI260)</td>
<td>17 iPad Peer Learning Community (UBI701)</td>
<td>18 How to Conduct a Virtual Interview (UBI268)</td>
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<td>Campus Travel Procedures-Refresher (UBI101)</td>
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<td>P-Card Reconciliation and Training (UBI230)</td>
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<td>Cross-Cultural Dialogues in the Workplace (UBI262)</td>
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<td>Campus Health and Safety Requirements (CWB0001)</td>
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<tr>
<td>Fire Extinguisher Use Workshop (EHS0035)</td>
<td>Mentoring Our Future Student Professionals (UBI287)</td>
<td>Social Media: What Is It? Should I Use It? (UBI299)</td>
<td>Managing Trust Funds (UBI228)</td>
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<td>2:00 - 3:00 pm</td>
<td>How Staff Compensation Works (UBI219)</td>
<td>10:00 - 11:30 am</td>
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<td>iPhone, iPads, Androids (UBI267)</td>
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<td>29</td>
<td>30 Dealing with Challenging Coworker or Student Situations (UBI245)</td>
<td>31 Tracking University Property and Equipment (UBI224)</td>
<td>30 Dealing with Challenging Coworker or Student Situations (UBI245)</td>
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<td>How to Conduct Behavior-Based Interviews (UBI283)</td>
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<tr>
<td></td>
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<td>6 Pre-Employment Selection Tools (UBI236)</td>
<td>10:00 am - 11:30 am</td>
<td>9 What are Your Strengths? (UBI281)</td>
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<td></td>
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<td>Understanding Leave Options (UBI212)</td>
<td>8:30 am - 4:30 pm</td>
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<td>Getting Started with Professional Facebook Pages (Hands-on) (UBI261)</td>
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<td>7 CPR/AED/First Aid Training (EHS0024)</td>
<td>7 Excel II—2007 Essential Training (UBI801)</td>
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<td>8:30 am - 4:30 pm</td>
<td>Introduction to Budget &amp; Account Management Principles and Practices-PART B (UBI211)</td>
<td>10:00 am - 12:00 pm</td>
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<td>13 Identity Theft 101 (UBI249)</td>
<td>14 Introduction to Campus Travel Procedures (UBI100)</td>
<td>9:30 am - 11:30 am</td>
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<td>2:00 am - 4:00 pm</td>
<td>Brown Bag Lunch &amp; Learns -Leadership Smarts (UBI911)</td>
<td>12:00 am - 1:30 pm</td>
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<td>Train the Trainer—Part 1 (UBI256)</td>
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<td>15 Excel III—2007 Essential Training (UBI801)</td>
<td>10:00 am - 12:00 pm</td>
<td>By the Book: The Power of a Positive No (UBI616)</td>
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<td>Presidential Directive 11</td>
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<td>20 iPad Peer Learning Community (UBI701)</td>
<td>21 By the Book: The Power of a Positive No (UBI616)</td>
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For more information, please visit [www.fullerton.edu/UBI](http://www.fullerton.edu/UBI). To register, see “How to Register for a Workshop” on page 35.

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<td>5 Understanding Staffing Strategies and Appointment Options (UBI282) 9:30 - 11:30 am</td>
<td>6 Introduction to Budget &amp; Account Management Principles and Practices-PART A (UBI214) 10:00 am - 12:00 pm</td>
<td>7 CPR/AED/First Aid Training (EHS0024) 8:30 am - 4:30 pm</td>
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<td>10</td>
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<td>12 Student Assistant Supervisors Peer Learning Community (UBI703) 9:00 - 10:00 am</td>
<td>Brown Bag Lunch &amp; Learns-Fierce Conversations (UBI1912) 12:00 - 1:30 pm</td>
<td>14 Train the Trainer—Part 2 (UBI271) 2:00 - 4:00 pm</td>
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<td>19 iPad Peer Learning Community (UBI701) 9:00 - 10:00 am</td>
<td>20 Managing Grant and Contract Funds (UBI202) 10:00 - 11:30 am</td>
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<td>Campus Health and Safety Requirements (CWB0001) 8:00 - 10:00 am</td>
<td>21 Fire Extinguisher Use Workshop (EHS0035) 3:30 - 4:30 pm</td>
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Dear Presenters:

Thank you for your generosity in volunteering to share your expertise and donate your time to develop and facilitate workshops for the University Business Institute. Your support of our efforts to better serve the University is greatly appreciated.

Yours truly,

UBI team

Our Presenters

**Academic Affairs**
- Helen Alexander, Graduate Learning Specialist, University Learning Center and Part-Time Lecturer, American Language Program
- Jack Bedell, Professor of Sociology, College of Humanities & Social Sciences
- Barbara Cherry, Professor of Psychology, College of Humanities & Social Sciences
- Don Crane, Professor of Financial Planning/Investments, Mihaylo College of Business & Economics
- Anthony Davis, Electronic Resources & Copyright Librarian
- Kathy Drake, Marketing Specialist, Mihaylo College of Business & Economics
- Susan Gaitan, Academic Technology Consultant, Faculty Development Center
- Howard P. Gordon, Lecturer, Business Communication Program, Mihaylo College of Business & Economics
- Colleen Greene, Systems Librarian & Communications Coordinator
- Andrea Guillaume, Professor, College of Education; Teaching & Learning Support Coordinator, Faculty Development Center
- Lisa Kopecky, Assistant Vice President for Academic Operations & Finance
- Ellen Kottler, Professor of Secondary Education, College of Education
- Jeffrey Kottler, Professor of Counseling, College of Health and Human Development
- Irene Matz, Associate Dean, College of Communications
- Diane Mazzey, Graduate Advisor, Mihaylo College of Business & Economics
- Shari McMahan, Dean, College of Health and Human Development
- Erica Munoz, Teaching Assistant in Kinesiology, College of Health and Human Development
- Lori Muse, Professor of Management, Mihaylo College of Business & Economics
- Mary Read, Director of Clinical Training, Department of Counseling
- Teeanna Rizkallah, Lecturer, Business Communication Program, Mihaylo College of Business & Economics
- Dennis Robinson, Director, Distance Education & Information Technology
- Lillybeth Sasis, Assistant Director, Center for Careers in Teaching
- Deanna Shoop, Associate Director of MBA Programs
- Joanne Hoven Stohs, Professor of Psychology, College of Humanities & Social Sciences
- Mark Stohs, Professor and Chair, Finance Department, Mihaylo College of Business
- Heather Terry, Department Coordinator, Elementary and Bilingual Education
- Natalie Tran, Research Design and Analysis Faculty Coordinator, Faculty Development Center
- Dawn Valencia, Director, University Outreach
- Natalie Van Beek, Faculty Personnel Manager
- Ruth Yopp-Edwards, Professor of Literacy, College of Education

A SPECIAL THANKS TO UBI PRESENTERS & FACILITATORS
A SPECIAL THANKS TO UBI PRESENTERS & FACILITATORS

Administration & Finance
- Allyson Bates, CMS Finance Business Analyst
- Jay Bond, Associate Vice President for Facilities Planning & Management
- Alisha Brown, Worker’s Compensation Manager
- Liz Castello, Labor Relations Manager
- Lynn Cayas, Senior Accounting Lead
- Spencer Colman, Project Manager for Facilities Operations
- Cari Elofson, Safety Training and Development
- Marilou Encina, Payroll Analyst
- Sue Fisher, Emergency Management Coordinator
- Maureen Fox, Administrative Support, Vice President for Administration & Finance Office
- Roy Gonzales, Manager, Human Resource and Organizational Development, Facilities Operations
- Maria Lucia Gonzalez, Compensation and Classification Manager
- Silvia Gonzalez, Compensation/Classification Specialist
- Laleh Graylee, Director of Analysis and Decision Support
- Debbie Hagman, Travel Specialist
- Laura Hultman, Senior Financial Reporting Lead
- Shannon Jackson, Administrative Assistant, Vice President for Administration & Finance Office
- Denise Johnson, Director, HR Operations
- J.P. Marquez, Lead, Rollout Support
- Jessica Maynard, Student Assistant, Vice President for Administration & Finance Office
- Paul McClain, University Police
- Phenicia McCullough, Employment Manager
- Elda Moreno, Benefits Manager
- Suchi Patel, Business Analyst for Admin & Finance IT
- Michael Pruitt, Procurement Programs Specialist
- Sarah Song, Director, Budget Planning and Administration
- Greg Sweet, University Tax Compliance Manager
- Mary Ann Torres, Director of Accounts Payable
- Willem van der Pol, Director, Facilities Operations
- Cathy Wilson, Compensation Specialist
- Jillian Wong, Student Assistant, Vice President for Administration & Finance Office
- Sally Yassine, Associate Director, Contracts & Procurement
- Tracey Zuno, Manager, Service Center

Auxiliary Services Corporation
- Judy Goberdhan, ASC Accounts Payable Supervisor
- Tariq Marji, ASC Chief Financial Officer
- Tanya Thompson, Assistant Director/Sponsored Program Coordinator, ASC Office of Sponsored Programs

Information Technology
- Lori Arthur, IT Documentation & Training Specialist
- Tim Benbow, Lead, Information Technology Training
- Marci Payne, Project Management Officer

Student Affairs
- Elahe Amani, Director, Technology Services, Student Affairs
A SPECIAL THANKS TO UBI PRESENTERS & FACILITATORS

- Gerald Bryant, Director, McNair Scholars Program
- Jim Case, Director, Career Center
- Serena Cline, Senior Coordinator, New Student Programs
- Jamie Hamilton, Financial Aid Counselor, FWS Coordinator
- Susan Leavy, Director, WoMen’s Center
- Lea Beth Lewis, Assistant Dean of Student Affairs, College of Health and Human Development
- Larry Martin, Associate Dean, New Student Programs
- Elizabeth Munoz, Education, Health and Nonprofit Counselor
- Aimee Nelson, Assistant Dean for Student Affairs, College of Education
- Sandra Rhoten, Associate Dean for Judicial Affairs
- Victor Rojas, Administrative Analyst for Student Affairs
- Lay Tuan Tan, Director, Office of International Education & Exchange
- Sharnette Underdue, Associate Director of Housing & Residence Life
- Catherine VanRiette, Adult Reentry Coordinator, MFT
- Emeline Yong, Assistant Dean for Student Affairs, Mihaylo College of Business & Economics

University Advancement
- Stefanie Light, Senior Director of Major Events

Outside Organizations
- Danielle Blunt, Certified Financial Planner
- Helen Dennis, Author
- Dr. Nichole Garcia, Family Practice Physician
- Jane Glenn Haas, Columnist
- Regina Lark, Certified Professional Organizer
- Nicole Moyen, Certified Personal Trainer
- Jen Schumacher, Sports Psychology Consultant (CSUF Alumna)

UBI Advisory Board

- Patricia Balderas, Business Manager, College of Humanities & Social Sciences
- Bill Barrett, Interim Vice President for Administration & Finance/CFO
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- Rachel Lynch, Associate Budget Analyst, Student Affairs
- Davida Hopkins-Parham, Executive Assistant to the Vice President for Academic Affairs
- Marci Payne; Director, Planning Initiatives; Information Technology
- Marian Sherman, Organizational Development Analyst, Administration & Finance
- May Wong, Executive Assistant to the Associate Vice President of Finance, Administration & Finance
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LONGITUDINAL PARTICIPATION ANALYSIS

Special thanks to the ninety-two subject matter expert facilitators across campus who have volunteered their time and expertise to support our goal to maximize our capacity to better serve our students and community. University Business Institute professional development session offerings have progressed from 27 in 2008-09, 75 in 2009-10, 92 in 2010-11, to 159 this past academic year which represents over a 400% increase in offerings and a comparable 342% increase in participation this year (1,184) since inception 4 years ago. Four hundred and thirty two individual campus employees have participated in at least one UBI session in 2011-12.

*Legally-mandated workshops offered in the Health and Safety category were included in UBI 2009/10 and 2010/11 statistics above but were not available for 2011/12 calculations at time of printing.