

# Improving Productivity

In a time of decreasing resources and increasing demands on existing resources, we are all hard pressed to operate efficiently and effectively. Yet these are the very times that call for greater productivity from all employees: We need to use what we have wisely and to find better ways to do our work. Sometimes training can help us be more efficient and effective, to work smartly and to innovate wisely. The following list of courses, by topic, is intended to provide that help in these difficult times:

## DEALING WITH DIFFICULT CUSTOMERS/STAKEHOLDERS:

- Conflict Management at Work (ER345)
- Interpersonal Communication Skills (HR560)
- Communicating with Difficult People (HR600)
- Effective Listening (HR920)
- Cooperative Negotiation Strategy (MG310)
- Understanding the Impact of Four Generations in the Workplace (MG540)
- Building and Sustaining a Service Culture (TW100)

## EFFECTIVELY USING TECHNOLOGY:

- GroupWise 7: Main Window, Mailbox, and Address Book (PC960)\*
- GroupWise 7: Calendar, Scheduling, and Advance Features (PC965)\*
- Sound Fiscal Planning and Management (MR120)
- Systems Management (MR130)
- Managing HR Records (OS110)

## ELIMINATING AND/OR REDUCING WASTE:

- Lean Office (LO101)

## INNOVATION:

- Innovation in the Workplace (CI100)

## MANAGING CHANGE:

- The Management of Change (MG101)

## STRESS MANAGEMENT:

- Stress Management (HL271)

## TIME MANAGEMENT:

- FOCUS: Achieving Your Highest Priorities (LD250)

\*These courses will be changed when the University switches email systems.