



HUMAN RESOURCE DEVELOPMENT

This Week in HRD:

Tuesday, April 17

8:30 – 10:00 *Preventing and Managing Absenteeism (LG140)*

Presented by the Director of Employee Relations, this one and one-half hour program details the steps the supervisor should take to prevent absenteeism-related problems and the legal issues to be aware of when dealing with attendance issues.

10:15 – 11:45 *Employee Discipline and Poor Conduct (LG160)*

Presented by the Director of Employee Relations, this one and one-half hour program explains how the supervisor can distinguish between misconduct and poor performance; suggests when discipline is necessary; advises supervisors how and why to apply discipline fairly and equally; and establishes the need for supervisors to document the disciplinary steps taken. The goal is to show the supervisor how to change unacceptable behavior and not punish the employee.

1:00 – 2:30 *Preventing Unlawful Harassment (LG180)*

Presented by an Affirmative Action/Equal Employment Opportunity Compliance Administrator, this two-hour program defines sexual harassment, specifies examples of behavior that fits this definition, and relates what supervisors must do with allegations of sexual harassment.

2:45 – 4:15 *Understanding the Americans with Disabilities Act (LG260)*

Presented by an Affirmative Action/Equal Employment Opportunity Compliance Administrator, this one and one-half hour program explains who is covered by ADA, the rights of employees and applicants, how ADA impacts supervisors in hiring and job performance, and the process of accommodating an individual with a disability.

Wednesday, April 18

10:00 – 12:00 *Sharpening Reasonable Suspicion Skills (HL420)*

This workshop provides University supervisors the opportunity to sharpen their ability to recognize employees who may be using drugs or alcohol in the workplace in contradiction of the University's Drug and Alcohol Testing Program policy. Using a variety of classroom techniques, a facilitator from the University's partner in the testing arena, Employer's Drug Program Management, will assist supervisors with learning how to better identify what constitutes "reasonable suspicion" that an employee is using drugs and alcohol in the workplace (2-hour program).

12:45 – 4:45 *Introduction to Outlook 2010 (PC970)*

This course covers the basic skills necessary for using Outlook. Topics covered include sending messages, setting rules, calendars, manipulating texts and files, organizing mail, customizing Outlook, and scheduling (4-hour program). *Course fee covered by the Department of Information Technology*

Thursday, April 19

12:45 – 4:45 *Great Leaders, Great Teams, Great Results (LD700) – Session 5*

2:30 – 4:30 *Email Etiquette (OS160)*

Participants will learn techniques for writing more effective and useful emails. Advice will be given on when to use email and when another form of communication might be more helpful; how to format different types of email; and what legal issues to avoid when using email. The do's and don'ts of writing effective emails will also be covered. Presented by Ms. Kelli Henderson, Human Resources Development Specialist III (2-hour program). CEU .2



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Upcoming Schedule in HRD:

Tuesday, April 24

8:30 – 10:00 *Privacy Rules and HIPAA (LG220)*

Presented by the Director of HR Records, this one and one-half hour program details the types of confidential information covered by the law, explains how the law affects supervisors' dealings with employees, and advises supervisors how to accomplish those actions without committing a privacy violation.

10:15 – 11:45 *The Family Medical Leave Act (FMLA) (LG240)*

Presented by the Director of HR Records, this one and one-half hour program explains who is eligible for FMLA, what employees must do to become eligible, when and how employees must notify the supervisor, and what rights employees have under the law.

1:00 – 2:30 *Returning an Employee to Acceptable Job Performance (LG280)*

Presented by the Director of Employee Relations, this is a one and one-half hour program that explains the supervisor's and Human Resources' involvement in assisting, when possible, with the return to acceptable job performance of employees whose job status has been adversely affected by a mental or physical medical condition.

Thursday, April 26

12:45 – 4:45 *Diversity in the Workplace (MG530)*

Diversity in the workplace is frequently, and mistakenly, viewed as a legally mandated program in the same vein as Affirmative Action (AA) and/or Equal Employment Opportunity (EEO). By equating diversity with organizational "cultural competence," this workshop helps participants distinguish how diversity differs from AA and EEO; realize the importance and impact that diversity has on overall productivity and workplace success; understand what it means to be able to recognize and respond effectively to the similarities and differences in people and to make better decisions based on that understanding; and learn and practice an approach to achieving a "cultural competence" that celebrates diversity in the workplace. Presented by Lisa Brantly, Outreach Programs Administrator, Center for Governmental Services (4-hour program). CEU .4

Wednesday, May 2

1:30 – 4:30 *How to Interview (MG180)*

Participants will learn how to plan pre-employment interviews, the applicable federal and state laws governing such interviews, sound procedures to expect during pre-employment screening and interviewing, the University's employment process, and the interviewer's role in it. Using the latest written guidance from the College and University Personnel Association for Human Resources, participants will also learn what information is fair game, what is not, and how to avoid unnecessary liability. Presented by Ms. Angela Erlandson, Director, Human Resource Employment (3-hour program).

Wednesday, May 9

8:00 – 4:45 *The Lean Office (LO101)*

Lean is a systematic, continuous improvement process for eliminating and/or reducing waste and non-value-added activities from a process. In a *Lean* environment, administrative functions also need to be efficient and free of waste and non-value-added activities. This workshop in Lean Office will allow participants to gain hands-on experience in creating the Lean environment via a live simulation in a traditional office environment. This course teaches methods that can reduce paperwork process time up to 80%; improve on-time performance up to 90%; reduce work process up to 90%; reduce errors up to 50%; and reduce floor space consumption up to 75%. In the simulation, class participants take on roles such as customers, managers, sales department, and other workers. The simulation exercises are then alternated with class time during which participants learn *Lean* definitions and techniques. Participants then apply these principles to the office environment using typical office equipment, supplies, forms, and procedures. By the end of this workshop, each participant will have gained a practical understanding of how *Lean* continuous improvement techniques can be applied to the office to eliminate waste, gain more capacity from existing operations, and enhance an organization's ability to compete. This course is a prerequisite for the rest of the series – LO102, LO103 and LO104. Presented by the staff of Auburn Technical Assistance Center (8 hour program of classroom and live simulation training). *Course Fee - \$195.00. CEU .8*