The following pages list all Staff Learning and Development courses for April 2012 through June 2012. All courses are offered at no cost to any eligible staff or faculty employed by the University of the Pacific.

All courses will be held in the new Staff Learning & Development training room on the 2nd floor in Bannister Hall Training Room on the Stockton campus. If you have any questions feel free to contact us 946-2097 or staffdevelopment@pacific.edu.

**IMPORTANT**
- Registration requests are *not confirmed* until a confirmation email message is received from the StaffDevelopment email account indicating class, date, time and location OR you’ve been placed on the waiting list.
- Ten (10) participants is the maximum number of participants for each class.
- The registration system displays 15 seats available for each class. Due to cancellations and no shows, the extra 5 seats provide the instructor with a waiting list.
- All classes must have a minimum of 5 participants, otherwise the class will be cancelled.
- All registration requests are first come, first served.

**How to Register**

The table below provides the steps to register for a class.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Log in to InsidePacific and go to the “Faculty/Staff Development Online Registration” channel.</td>
</tr>
<tr>
<td>2.</td>
<td>Click: ‘Enter’ on the channel description</td>
</tr>
<tr>
<td>3.</td>
<td>Select: the class you want to enroll in</td>
</tr>
<tr>
<td>4.</td>
<td>Click: Enroll button at bottom of page</td>
</tr>
<tr>
<td>5.</td>
<td>The registration system sends an <em>acknowledgement</em> email after the participant submits a registration request via the “Online Registration System”.</td>
</tr>
<tr>
<td>6.</td>
<td>Registration requests are <em>not definite</em> until a confirmation email message is received from the StaffDevelopment email account indicating class, date, time and location OR you’ve been placed on the waiting list.</td>
</tr>
</tbody>
</table>

**How to Cancel Class**

E-mail Staff Learning & Development at Staffdevelopment@pacific.edu with the class name, date and time 2-3 days prior to class.
Access 2010: Getting Started

Are your Excel spreadsheets growing out of control? Learn the basics of Microsoft Access in this class designed to take your Excel workbooks and migrate them into Access. You'll learn how to import data from Excel, clean up the results in a table and build a simple query, form and report that works with the data.

Benefits include: Easier data entry and review, Elimination of redundant data, simultaneous multi-user data, customized reports based on data, exporting data in a variety of formats.

**Instructor:** David Diskin  
**Pre-Requisite:** None  
**Date:** April 12, 2012  
**Time:** 10:00 – 11:30

Access 2010 Queries Fundamentals

This class provides a deeper look at building queries and focuses on techniques to help get the most out of this powerful feature. Learn how to create queries with complex criteria and sort options, parameters that prompt the user for dynamic criteria, and expressions that calculate data based on fields from within a table.

**Instructor:** David Diskin  
**Pre-Requisite:** Assumes basic knowledge of Access tables.  
**Date:** May 23, 2012  
**Time:** 1:30 – 3:00

Access 2010 Forms Fundamentals

This class will demonstrate how forms can be created to support user-input and retrieve information from tables and queries. Concepts such as text boxes, pull-down menus, and graphics will be covered along with a look at basic formatting options. Common techniques such as creating a read-only field or calculated field will also be discussed.

**Instructor:** David Diskin  
**Pre-Requisite:** Assumes basic knowledge of Access tables and queries.  
**Date:** May 30, 2012  
**Time:** 10:00 – 11:30
**Access 2010 Reports Fundamentals**

This class demonstrates how to create appealing, simple reports based off data from existing tables and queries. Covered topics include incorporating graphics into a report, adding headers and footers, setting page size and margins, light formatting adjustments, and using groups to subtotal your results.

**Instructor:** David Diskin  
**Pre-Requisite:** Assumes basic knowledge of Access tables and queries.  
**Date:** June 5, 2012  
**Time:** 10:00 – 11:30

**Excel 2010 Pivot Tables**

Have you been asked to analyze your spreadsheet data in such a way that you feel like turning and running away? If so, this is the class for you! Creating a PivotTable is a great way to summarize and analyze list data. We will cover the ins and outs of PivotTables-how to create them, modify their structure, and edit the data.

**Instructor:** David Diskin  
**Pre-Requisite:** None  
**Date:** April 12, 2012  
**Time:** 1:30 – 3:00

**Excel 2010 Linking Sheets**

If you manage Excel workbooks with multiple sheets, or have multiple workbooks and would like to link them to each other, this class is for you! You will learn how to carry values from one worksheet into another and have them automatically update. You'll also learn how to use absolute cell references, named ranges, and expressions that span and summarize multiple worksheets.

**Instructor:** David Diskin  
**Pre-Requisite:** None  
**Date:** April 25, 2012  
**Time:** 1:30 – 3:00

**Excel 2010 Understanding Cell References**

This class covers a variety of functions relating specifically to cells. You'll learn the difference between absolute and relative references as well as work with named ranges, column ranges, etc.

**Instructor:** David Diskin  
**Pre-Requisite:** None  
**Date:** May 15, 2012  
**Time:** 10:00 – 11:30
Excel 2010 Customizing Charts
Go beyond the chart wizard and customize your charts in a variety of ways. You'll learn how to improve the look of a chart for PowerPoint, customize the colors, fonts, labels and label formatting as well as adding icons to your columns or legends.

Instructor: David Diskin  
Pre-Requisite: None  
Date: May 15, 2012  
Time: 1:30 – 3:00

Excel 2010 Macros
Tap into the powerful VBA programming language built into Excel by learning how to write your own macros and custom functions. A macro can help you automate tasks that you perform often, such as formatting an imported file or building a chart. Custom functions allow you to write your own functions (like AVERAGE or SUM) and use them in your own worksheets.

Instructor: David Diskin  
Pre-Requisite: None  
Date: June 14, 2012  
Time: 1:30 – 3:00

Excel 2010 Managing Lists
We all use Excel to manage lists of data...contacts, events, transactions, and more. The question is this, are you doing it effectively? This hands on class is designed for users at all levels to learn the best practices, tips, tricks and more related to lists of data.

Instructor: David Diskin  
Pre-Requisite: None  
Date: June 26, 2012  
Time: 10:00 – 11:30

Outlook 2010 Tracking Tasks
Is your monitor covered with little yellow sticky notes? If so, then you're not tapping Outlook's full potential as a task management tool. Learn how easy it is to track your daily activities in Outlook, including: grouping tasks by categories, displaying tasks on your calendar by due date and reviewing completed tasks.

Instructor: David Diskin  
Pre-Requisite: None  
Date: April 25, 2012  
Time: 10:00 – 11:30
Outlook 2010 Managing Email
Does your inbox have more than 100 email messages? Do you find yourself wasting time looking for old message? This class will uncover the usefulness of folders for your email messages. Come ready to commit to a clean inbox!

**Instructor:** David Diskin  
**Pre-Requisite:** None  
**Date:** May 30, 2012  
**Time:** 1:30 – 3:00

Outlook 2010 Contacts
Outlook contacts list contains information about people and organizations with whom you interact. You can enter as much or as little information as you want. This information can include names, phone numbers, e-mail addresses, business addresses, etc.

**Instructor:** David Diskin  
**Pre-Requisite:** None  
**Date:** June 5, 2012  
**Time:** 1:30 – 3:00

Outlook 2010 Templates
Are there certain e-mail messages that you send on a regular basis? Maybe it’s a weekly status report or a staff meeting agenda. Outlook allows you to compose and save a message as a template and reuse it whenever you need it. This class will uncover the basics of creating Outlook E-Mail Templates.

**Instructor:** David Diskin  
**Pre-Requisite:** None  
**Date:** June 19, 2012  
**Time:** 10:00 – 11:30

Word 2010 Using Styles
This class introduces participants to using and modifying styles. Styles are used to give a consistent look within documents, while making them look great with minimal effort. We'll discuss using the built-in styles along with the colors and fonts as well as customizing and creating your own styles.

**Instructor:** David Diskin  
**Pre-Requisite:** None  
**Date:** May 23, 2012  
**Time:** 10:00 – 11:30
Word 2010 Tables
You only have one chance to make that first impression! Word provides the ability to present information in an organized and attractive manner via tables. You'll learn how to add and delete columns/rows and format a table with borders and shading.

**Instructor:** David Diskin  
**Pre-Requisite:** None  
**Date:** June 14, 2012  
**Time:** 10:00 –11:30

PowerPoint 2010 Presenting Data
Like the idiom “a picture is worth a thousand words”, a chart is often much better at presenting information than hard to read numbers. This hands on class will have you creating, editing and formatting charts. You will also learn about tables and best practices for presenting data.

**Instructor:** David Diskin  
**Pre-Requisite:** None  
**Date:** June 19, 2012  
**Time:** 1:30 – 3:00

Banner 8 Fundamentals
If you're new to Banner, this hands-on class will familiarize you with the Banner log-on process, navigation between forms and how to query (find) data in Banner.

**Instructor:** Kim Cose  
**Pre-Requisite:** None  
**Date:** June 20, 2012  
**Time:** 9:00 –10:30

Diversity: What's It All About?
The word, "diversity", is everywhere on campus: in our institutional mission, courses and learning outcomes, programs and events, and even on offices and in administrative titles. What concepts, issues and goals are behind diversity and what is its real benefit in the higher education workplace? Join us to get a sold grounding in the meaning of diversity and how it impacts our professional development.

**Instructor:** Arturo Ocampo & Corrie Martin  
**Pre-Requisite:** None  
**Date:** April 4, 2012  
**Time:** 10:00 –11:30
Staying Above The Line

Do you sometimes feel powerless or have trouble facing the toughest issues confronting you? Based on the New York Times Best Seller, The Oz Principle, this course will teach you where “The Line” is and what it means to be Above The Line or Below The Line. Discovering if you are Above The Line or Below The Line will ultimately determine your level of success and satisfaction. See how your current behaviors may be keeping you from what you desire and learn how to overcome The Blame Game that is so prevalent in organizations today. Learn to climb the Steps to Accountability so you can move Above The Line and begin to see true results. In this course you will acquire important accountability measures and evaluate the most effective way to “make it happen” while staying Above the Line in both your personal and professional life.

Instructor: Amy Burke  
Pre-Requisite: None  
Date: April 5, 2012  
Time: 9:00 –10:30  
Date: June 6, 2012  
Time: 10:00 –11:30

Success with Numbers

Have you recently been asked to look at the numbers and make some suggestions? Do you have some information and aren't sure what to make of it? Numbers are used every day to make decisions, but are we making the right decisions? This program will provide you with an understanding of the different types of information and give you the foundational framework to turn those numbers into recommendations. In this hands on class you will learn where to find information, what to look for and how to bring it all together for a complete data analysis.

Instructor: Zachary Spurlin  
Pre-Requisite: None  
Date: April 10, 2012  
Time: 9:00 –10:30

StandOut Strengths Assessment

This session introduces the strengths assessment, StandOut. Come and discover how your top two strengths can make a difference at work! There is ample time to take the assessment, which is offered at no cost. Once the assessment is completed you will learn how to effectively utilize the information in the results report. Through discussion and an activity, you will learn how to communicate your strengths in such a way that will help you make an immediate impact.

Instructor: Amy Burke  
Pre-Requisite: None  
Date: April 17, 2012  
Time: 9:00 –10:30  
Date: June 21, 2012  
Time: 9:00 –10:30
Intercultural Awareness and Interaction for Career Success
Join us as we brainstorm a working definition of “Intercultural Awareness & Interaction” and then consider if and how it matters in individual, organizational, and professional success. You’ll learn how to identify key actions that demonstrate Intercultural Awareness & Interaction competence. We’d also like you share your stories that highlight your diversity experiences.

Instructor: Serjio Acevedo
Pre-Requisite: None
Date: April 19, 2012
Time: 10:00 –11:30

Forecasting Techniques I
Are you being asked to predict the future? Do you need to provide information but just aren't sure what tool to use? Numbers speak to us every day but can we understand them? This program will provide you with a common language and a foundational approach to looking at data sets and predicting trends. In this hands on class you will learn 2 primary forecasting techniques and their advantages and disadvantages. Pre-Requisite: Intermediate excel is recommended.

Instructor: Zachary Spurlin
Pre-Requisite: None
Date: April 24, 2012
Time: 9:00 –10:30
Date: May 16, 2012
Time: 10:00 –11:30

How to Hold Difficult Conversations
This class has been designed to help supervisors have those difficult conversations with their staff. You'll learn how to open the conversation, keep feedback simple and why the feedback must be related to a business issue. You'll also learn how to respond when the feedback is not welcomed by the other party.

Instructor: Carolyn Halajian
Pre-Requisite: Must be a Supervisor/Manager.
Date: May 17, 2012
Time: 10:00 –11:30
Generational Differences
For the first time in history there are four distinct generations represented in the workplace. This session will cover a variety of topics which include: generation personalities, preferences at work, values, communication style. You'll learn about strategies for working in a multi-generational environment and how to get the most from a diverse workplace.

**Instructor:** Carolyn Halajian  
**Pre-Requisite:** None

**Date:** May 17, 2012  
**Time:** 1:30 – 3:00  
**Date:** June 27, 2012  
**Time:** 1:30 – 3:00

Understanding Your Staff
Who are your staff? What are their strengths and weaknesses? What are their personality types? Have you taken the time to get to know how your staff thinks or feels about their job? The answers to these questions requires understanding your staff. This class will focus on basic behavioral styles, what motivates people and how to best utilize your staff with this new found information.

**Instructor:** Hector Escalante  
**Pre-Requisite:** Must be a Supervisor/Manager.

**Date:** May 22, 2012  
**Time:** 9:00 – 10:30

Working Through Change
Change management is the art and science of guiding an organization and its people through the predictable transitions from current reality to a preferred future position. Change manifests in various forms with diverse results and emotions, but there are two things that you can count on: Change won’t go away; it will only increase and you and the people around you need to learn to embrace change. In this program you will taught identify different reactions to change so that you will be better prepared to help employees through it. You will design a plan to help others through change and apply that plan by aligning systems and structures within your organization to better meet the needs of employees experiencing change.

**Instructor:** Amy Burke  
**Pre-Requisite:** None

**Date:** May 24, 2012  
**Time:** 9:00 – 10:30
Forecasting Techniques II
This course is a continuation of Forecasting Techniques Part I. Now that you have learned 2 primary forecasting techniques, this course will introduce you to 2 more techniques. This hands on class will provide you the foundational approach to looking at increasing, decreasing, and seasonal demands and applying the right tool to provide the most accurate forecast. Pre-Requisite: Intermediate excel is recommended.

Instructor: Zachary Spurlin
Pre-Requisite: None
Date: May 31, 2012, Time: 9:00 – 10:30
Date: June 7, 2012, Time: 10:00 – 11:30

Decision Making
Decision-making is a key skill in the workplace, and we all have the opportunity to make decisions throughout our day. There are many ways to reach decisions and how we decide may vary based on the situation. In this class you will learn the essential steps in the decision-making process and how to use different decision making strategies to ensure that your decisions meet organizational objectives.

Instructor: Carolyn Halajian
Pre-Requisite: None
Date: June 27, 2012, Time: 10:00 – 11:30

Business Writing for Today's World
So much of today's business interactions are not in person, but in writing via e-mail, fax, or text pagers. This makes writing skills more crucial than ever before. Business colleagues and customers will judge competency and professionalism based on your writing ability. Get back to the basics with this course and make sure your t's are crossed and your i's are dotted before sending out vital correspondence.

Instructor: Amy Burke
Pre-Requisite: None
Date: June 28, 2012, Time: 9:00 – 10:30