Recommended Courses for Administrative Support Staff

Course Catalog – eLearning – Online Courses

Click on the Course Titles to Access the Course

**Assertiveness Skills**
Target Audience: All Staff
Prerequisite: None
Course Length: 55 minutes
Objectives:
+ Define assertiveness
+ Recognize the assertiveness continuum
+ Identify personal blocks to assertiveness
+ Demonstrate assertive language and behaviors
+ Avoid language and behaviors that aren’t assertive (passive, aggressive, or passive-aggressive behaviors)
+ Use assertive behaviors in everyday situations

**Balancing Priorities**
Target Audience: All Staff
Prerequisite: None
Course Length: 45 minutes
Objectives:
+ Understand the importance of managing priorities
+ Determine the obstacles that undermine productivity
+ Prioritize your tasks, activities, and responsibilities
+ Employ strategies for making the best use of your time
+ Describe ways technology can keep you on track

**Budget Essentials #1 (Online Version)**
Target Audience: Staff
Prerequisite: Banner Access
Course Length: 1 hour
Objectives:
This hands-on course will focus on running basic queries and reports in Banner and how to interpret the data. You will learn how to run a basic query, how to save a report to Excel format and how to interpret data.

**Budget Essentials #2 (Online Version)**
Target Audience: Staff
Prerequisite: None
Objectives:
This is a copy of the Budget Essentials #2 powerpoint presentation shared in the live training. Topics cover the types of budget transfers, the ‘how’ and ‘when’ for budget transfers and how to use the Expense/Revenue flowchart guide.

**Business Etiquette**
Target Audience: All Staff
Prerequisite: None
Course Length: 1 hour 45 minutes
Objectives:
+ Use basic courtesy and manners
+ Practice common business etiquette to build and maintain relationships
+ Implement practices for respecting yourself
+ Be resilient in difficult situations
+ Interact in a respectful manner with coworkers and subordinates
+ Interact respectfully with individuals with disabilities
+ Establish positive human connections
+ Maintain relationships with strong communication skills
+ Use technology effectively
+ Incorporate the traits of successful and respected managers into daily routines
+ Balance work and personal life appropriately
Creative Problem Solving
Target Audience: All Staff
Prerequisite: None
Course Length: 1 hour 16 minutes
Objectives:
+ Identify roadblocks that prevent creative thinking
+ Develop creative attitudes and learn to see that all problems have opportunities
+ Rediscover your creative ability
+ Focus and direct creative efforts
+ Overcome criticism and gain acceptance for new ideas
+ Learn creative and effective techniques to recognize and identify problems
+ Explore techniques for managing creative people
+ Realize the significance of humor and how it impacts creativity

Critical Thinking Skills
Target Audience: All Staff
Prerequisite: None
Course Length: 45 minutes
Objectives:
+ Define critical thinking
+ Identify and adopt the characteristics of critical thinking
+ Recognize and avoid critical thinking mistakes
+ Identify assumptions
+ Evaluate information accurately and thoroughly
+ Distinguish between fact and opinion
+ Implement the critical thinking process in business situations

Cultural Competency
Target Audience: All Staff
Prerequisite: None
Course Length: 48 minutes
Objectives:
+ Increase your understanding of your own cultural background and how it affects your perceptions and interpretations of other cultures
+ Recognize the three dimensions of cultural awareness when interacting with other cultures
+ Develop the skills needed to practice respectful and caring behavior toward culturally diverse individuals and groups
+ Understand how values differ among cultures
+ Identify different communication styles among diverse cultural groups
+ Give and receive feedback in a caring, respectful way
+ Adapt behaviors that support cultural competency and minimize behaviors that undermine it

Delegating for Growth
Target Audience: Management
Prerequisite: None
Course Length: 45 minutes
Objectives:
+ Recognize delegation as a tool for employee growth (not just as a way to lighten your own workload)
+ Prepare yourself to delegate effectively
+ Assess your employees to determine their delegation needs
+ Match employees and projects appropriately
+ Identify barriers to delegation and overcome them
+ Apply the steps to delegating effectively
+ Handle mistakes, missteps, and failures as learning opportunities

Developing Your Direct Reports
Target Audience: Management
Prerequisite: None
Course Length: 55 minutes
Objectives:
+ Identify the elements of cultural competence in the workplace
+ Recognize the difference between performance management and development coaching
+ Implement a strengths-based approach to development
+ Provide employees with the tools to assess their strengths and development needs
+ Conduct a positive development discussion
+ Identify a variety of paths to development
+ Create an effective individual development plan

**Diversity Awareness**
Target Audience: All Staff
Prerequisite: None
Course Length: 45 minutes
Objectives:
+ Understand the subtle ways that bias occurs.
+ Identify instances of devaluing others through small, subconscious behaviors and micro-inequities.
+ Establish a framework to increase inclusion at the organizational level.
+ Recognize different ways of conveying respect.
+ Address conflict productively and respectfully.
+ Lead by example and be part of the solution.

**Effective Listening Skills**
Target Audience: All Staff
Prerequisite: None
Course Length: 50 minutes
Objectives:
+ Describe the importance of listening
+ Identify barriers to listening well
+ Implement the steps of active listening
+ Uncover hidden messages
+ Listen in emotional situations
+ Increase information flow to enhance productivity and teamwork

**Emotional Intelligence**
Target Audience: Management

**Prerequisite:** None
**Course Length:** 55 minutes
**Objectives:**
+ Manage your emotions by recognizing how thoughts and emotions are connected
+ Improve your self-control by identifying physical cues indicating that your emotions may be taking over
+ Discover how emotional intelligence can help you develop more positive relationships at work
+ Learn how to use assertive communication to express your needs and feelings appropriately
+ Learn how to respond more quickly and positively to changing circumstances
+ Improve your ability to remain composed in stressful situations
+ Explore how to use emotional intelligence to bounce back from setbacks
+ Learn how to develop a more optimistic outlook

**Ethics in the Workplace**
Target Audience: All Staff
Prerequisite: None
Course Length: 50 minutes
Objectives:
+ Dispel common myths about business ethics
+ Describe the ideal ethical workplace
+ Implement ethics guidelines and policies in your organization
+ Identify and resolve typical ethical dilemmas
+ Recognize common excuses for unethical behavior, and what to do about them
+ Deal with unethical coworkers, customers, and vendors

**IS – Family Educational Rights and Privacy Act (FERPA)**
Target Audience: All Employees
Prerequisite: None
Course Length: 15-20 minutes
This module explains the rules and regulations all school faculty, staff, contractors, and student employees should follow when handling student
information. This module is built on and requires people to watch the Data Security module first.

### The Golden Rule
**Target Audience:** All Staff  
**Prerequisite:** None  
**Course Length:** 53 minutes  
**Objectives:**  
+ Examine the behaviors that contribute to a respectful workplace at the individual and organizational level.  
+ Recognize the importance of building an organizational culture that fosters respect.  
+ Implement strategies to maintain a respectful work environment when faced with stress, uncertainty, and change.  
+ Maintain and rebuild respect after there has been an offense.  
+ Apply positive strategies for coping with change

### HIPAA Privacy & Security
**Target Audience:** Staff who handle student medical files  
**Prerequisite:** None  
**Course Length:** 55 minutes  
This module explains what Protected Healthcare Information (PHI) is and covers the steps required to store, process, and use it. If your organization stores, transmits, or processes any PHI, it is required to follow this standard.

### How to Manage Your Emotions
**Target Audience:** All Staff  
**Prerequisite:** None  
**Course Length:** 55 minutes  
**Objectives:**  
+ Recognize the messages emotions send at work  
+ Understand the trigger-perception-response cycle  
+ Reframe our thinking to avoid emotional outbursts  
+ Replace emotional outbursts with productive confrontations  
+ Recover from your own, or another person’s, emotional outburst  
+ Employ long-term strategies to channel emotions productively

### How to Make Yourself Indispensable
**Target Audience:** All Staff  
**Prerequisite:** None  
**Course Length:** 55 minutes  
**Objectives:**  
+ Take initiative to go above and beyond what is expected of you  
+ Expand your sphere of influence  
+ Perform well under pressure  
+ Adapt to changing situations  
+ Be someone others want to work with  
+ Help others improve their performance  
+ Avoid being “irreplaceable” - locked into your role and unwilling to share your knowledge

### Ideas Into Action
**Target Audience:** Management  
**Prerequisite:** None  
**Course Length:** 1 hour  
**Objectives:**  
+ Recognize common myths and misconceptions about innovation  
+ Use multiple “intelligences” to generate a variety of ideas  
+ Apply the characteristics of creative people to any problem or issue  
+ Follow a four-step process for team innovation  
+ Promote innovation without regulating it
Increasing Your Emotional Intelligence
Target Audience: All Staff
Prerequisite: None
Course Length: 1 hour 10 minutes
Objectives:
+ Develop your level of emotional intelligence
+ Identify negative consequences of unmanaged emotions on your personal effectiveness
+ Describe the importance of emotional intelligence to building good relationships
+ Increase your empathy and social skills
+ Practice techniques to achieve greater self-awareness, self-control, and self-motivation
+ Understand how emotional intelligence can be applied at the workplace to enhance employee relationships and increase productivity

Leadership 101
Target Audience: Management
Prerequisite: None
Course Length: 55 minutes
Objectives:
+ Identify key characteristics of leaders
+ Build trust and confidence with employees
+ Avoid behaviors that undermine leadership
+ Promote teamwork and esprit de corps
+ Act decisively
+ Demonstrate leadership in a crisis

Leading Others Through Change
Target Audience: Management
Prerequisite: None
Course Length: 1 hour 32 minutes
Objectives:
+ Understand why change initiatives fail and how to ensure their success
+ Implement a framework to actively lead change efforts
+ Plan for the success of future change through close evaluation of current initiatives
+ Identify, acknowledge, and manage resistance to ensure an efficient transition
+ Apply techniques for increasing and gaining commitment to change

Learning to Manage
Target Audience: Management
Prerequisite: None
Course Length: 1 hour 25 minutes
Objectives:
+ Understand how to make the transition into management.
+ Avoid the common pitfalls that derail new managers.
+ Discover how to communicate effectively up and down your organization.
+ Explore ways to effectively delegate work and encourage employee development.
+ Identify how to manage task-related and interpersonal crises.
+ Develop self-awareness and determine the support you need to successfully manage employees.

Managing Offsite Employees
Target Audience: Management
Prerequisite: None
Course Length: 50 minutes
Objectives:
Discuss benefits and challenges of offsite working relationships for employees, managers, and organizations
+ Explain the importance of successfully managing offsite employees
+ Identify the factors and tools that must be in place for an offsite employee to be effective
+ Describe the role that trust and communication play in the success of an offsite relationship
+ Employ strategies that help offsite employees stay on track and that deal with common problems faced by managers
+ Follow a set of best practices for successfully managing offsite employees

**Managing Up**
Target Audience: Management
Prerequisite: None
Course Length: 1 hour 5 minutes
Objectives:
+ Identify and support your supervisor’s strengths, weaknesses, and working style.
+ Proactively seek consistent communication and monitor data.
+ Determine your supervisor’s priorities, goals, and pressures.
+ Establish expectations and a clear system of organization.
+ Help to eliminate preventable problems and use effective problem solving skills to find resolutions.
+ Exhibit positive behaviors that make you an invaluable employee.

**Mental Models**
Target Audience: All Staff
Prerequisite: None
Course Length: 45 minutes
Objectives:
+ Define mental models and describe how they influence the workplace
+ Identify your own mental models
+ Recognize assumptions in your mental models
+ Reveal hidden assumptions
+ Avoid typical mental mistakes
+ Implement strategies to adjust inaccurate mental models

**Motivating Employees to be Their Best**
Target Audience: Management
Prerequisite: None
Course Length: 1 hour 21 minutes
Objectives:
+ Identify major factors that affect motivation
+ Apply dialog and listening skills that model community, influence, and openness
+ Take specific actions to foster trust within a group
+ Model the concept of accountability
+ Teach a four-step process designed to help groups learn from mistakes
+ Encourage group initiative-taking
+ Identify and apply strategies for dealing with outside pressures that negatively affect motivation
+ Match or tailor your leadership style to various employees’ motivational preferences

**Meetings**
Target Audience: All Staff
Prerequisite: None
Course Length: 48 minutes
Objectives:
+ Recognize ways to change your mindset about meetings.
+ Eliminate habits that make meetings unproductive.
+ Identify alternatives to holding traditional meetings.
+ Demonstrate effective facilitation skills.
+ Help your group make decisions quickly.
+ Ensure that every meeting ends with actionable items.

**Navigating Difficult Conversations**
Target Audience: All Staff
Prerequisite: None
Course Length: 30 minutes
Objectives:
+ Understand the nature of difficult conversations and what it takes to handle them
+ Identify the seven stages of handling difficult conversations
+ Use empathy in a way that minimizes negative responses and strengthens relationships
+ Apply best practices for preparing, initiating, and delivering the conversation
+ Discover how to generate solutions and bring the conversation to a close

+ Work effectively with colleagues
+ Cultivate the nine habits that will increase your productivity

**Resilience**
Target Audience: All Staff
Prerequisite: None
Course Length: 55 minutes
Objectives:
+ Bounce back from adversity
+ Build your self-esteem as a foundation of resilience
+ Make and maintain connections to build resilience
+ Accept and embrace change
+ Use flexible thinking to overcome obstacles
+ Implement stress-management and relaxation strategies to maintain resilience

**Onboarding**
Target Audience: Management
Prerequisite: None
Course Length: 50 minutes
Objectives:
+ Explain the purpose of onboarding and the benefits it provides to new employees.
+ Describe four key onboarding elements and how they support the onboarding process.
+ Describe actions you can take and information you can use to successfully integrate new employees within the context of the four key elements.
+ Prepare information relating to the four onboarding elements to use and share with new employees during the onboarding process.

**Productive Work Habits**
Target Audience: All Staff
Prerequisite: None
Course Length: 50 minutes
Objectives:
+ Recognize the difference between true productivity and “fake” productivity
+ Prioritize your daily work based on your key results
+ Improve your ability to focus
+ Eliminate habits that detract from your productivity

**Salaries Management (Online Version)**
Target Audience: Business Managers
Prerequisite: None
Course Length: 30 minutes
Objectives:
This is a copy of the Salaries Management powerpoint presentation shared in the live training. This course is intended for anyone who deals with salaries – business managers (re: students, temp positions) & business unit managers (re: permanent positions).

**Security Awareness Training**
Target Audience: All Staff
Prerequisite: None
Course Length: 30 minutes
This is a series of short courses on Information Security. Each course is approximately 2 to 5 minutes including questions. You will need to
complete each course within the module to receive full credit.

**Skillful Collaboration**
Target Audience: All Staff  
Prerequisite: None  
Course Length: 1 hour  
Objectives:
- Understand when collaboration is an effective and beneficial approach to a project - and when it isn’t  
- Establish and communicate expectations to group members to ensure a successful collaboration  
- Recognize the inward attitudes and outward behaviors necessary to collaborate well  
- Implement communication strategies that foster collaboration and avoid those that hinder it  
- Build your network to increase your ability to collaborate  
- Identify non-collaborative behaviors and implement strategies to cope with them

**Taking Control of Conflict**
Target Audience: Management  
Prerequisite: None  
Course Length: 1 hour 15 minutes  
Objectives:
- Identify your preferred strategy for handling conflict  
- Understand the characteristics and drawbacks of each typical approach to conflict  
- Recognize the various sources of conflict that most often occur in the workplace  
- Implement strategies for effectively resolving conflicts that stem from each source  
- Practice behaviors that minimize tension and conflict  
- Proactively address issues before they escalate into problems

**Social Media at Work**
Target Audience: All Staff  
Prerequisite: None  
Course Length: 55 minutes  
Objectives:
- Recognize the benefits of using social media in the workplace  
- Identify the various legal and ethical risks of using social media in the workplace  
- Protect your organization against legal action resulting from intentional or unintentional violations of law or policy  
- Encourage an “ambassador attitude” in employees  
- Provide guidelines that help employees make good decisions when using social media at work

**Talk Like a Leader**
Target Audience: Management  
Prerequisite: None  
Course Length: 1 hour  
Objectives:
- Learn key communication phrases that express vision and competence  
- Recognize the key communication phrases that reinforce relationships and support of others  
- Explore ways to demonstrate accountability and expect it of others  
- Learn how to become effective at delivering constructive criticism  
- Understand how to show appreciation and provide meaningful praise

**Team Excellence**
Target Audience: Management
Prerequisite: None
Course Length: 55 minutes
Objectives:
+ Recognize the communication characteristics of high-performing teams
+ Assess individual strengths in order to ensure the best possible team performance
+ Recognize and avoid common goal-setting mistakes
+ Learn how to focus on goals and results effectively
+ Recognize the elements of esprit de corps
+ Learn what makes team building successful and what types of activities to avoid

**The Toughest Supervisor Challenges**
Target Audience: Management
Prerequisite: None
Course Length: 55 minutes
Objectives:
+ Use realism, restraint, and resolve when facing any tough challenge
+ Resolve conflicts between employees effectively
+ Deal with layoffs in a way that minimizes the negative effects
+ Show support for employees with performance issues, while building a defensible case for discipline and/or termination if necessary
+ Deal with employees’ personal problems with sensitivity and fairness
+ Take control and responsibility in a crisis situation

**Web Time Entry for Exempt Staff**
This training is intended for exempt staff to learn how to complete a time sheet and the legal aspects of completing the time sheet accurately.

**Web Time Entry for Non-Exempt Staff**
This course is designed for Non-Exempt Staff. You will learn how and where to enter your time and time recording best practices and legal requirements.

**Why We Struggle with Tough Decisions**
Target Audience: All Staff
Prerequisite: None
Course Length: 1 hour
Objectives:
+ Understand the role that emotions play in decision-making
+ Describe how to make a decision effectively, recognizing key steps to take before, during, and after the decision-making process
+ Identify your values in order to guide your actions, behaviors, and decisions
+ Put various methods for collecting and evaluating information into practice
+ Recognize - and avoid - the most common traps that complicate tough decisions
+ Develop strategies to overcome your concerns about making and implementing tough decisions

**Women and Leadership**
Target Audience: Management
Prerequisite: None
Course Length: 1 hour 23 minutes
Objectives:
+ Understand the challenges that women face as they pursue leadership positions
+ Assess limitations that women place on themselves
+ Build skills that enhance your development as a leader
+ Develop and manage relationships to maximize your leadership potential
+ Overcome work-life challenges
+ Recognize special issues women leaders face when they interact with others
+ Use your natural strengths to build and maintain a strong team
+ Implement a plan to target the leadership skills you most want to improve
Instructor-Led Courses
(Limited availability)

Managing Designated & Restricted Funds
Target Audience: Business Managers
Prerequisite: None
Course Length: 1 hour
Objectives:
This course is designed as a lecture and discussion of the process for creating, submitting and managing budgets for designated, restricted and agency funds. Participants will gain an understanding of how these funds work and their differences.

Introduction to Procard for University Business
Target Audience: Procard holders
Prerequisite: None
Course Length: 1.5 hours
Objectives:
The Procard is more than just a Visa; it is one of the most widely accepted payment methods worldwide. You’ll learn about policies, procedures, and requirements to joining the Procard program.

Budget Essentials #1
Target Audience: Business Managers
Prerequisite: None
Course Length: 1.5 hours
Objectives:
This course will focus on basic queries and reports in Banner, including how to save your reports to excel format instead of printing hardcopies. This hands-on course is targeted for new employees in a position to manage budgets, or as a refresher.

Budget Essentials #2
Target Audience: Business Managers
Prerequisite: None
Course Length: 1.5 hours
Objectives:
This course will cover the "how" and "when" for the various types of budget transfers. Financial Reporting will also cover expense transfers during this session. We will spend time reviewing the Expense/Revenue Transfer Guide flowchart.

HR Search Committee Training
Target Audience: Search Committee members, hiring managers
Prerequisite: None
Course Length: 1 hour
Objectives:
Hiring managers and search committee members will gain an understanding of Pacific’s search process and tips/strategies for hiring decisions. Responsibilities under Pacific’s Affirmative Action and Equal Opportunity Employer (AA/EOE) plans are discussed.