

## FALL 2017 TRAINING & EVENTS

For registration, visit <https://tennessee.csod.com/samldefault.aspx> Questions? Please call (865) 974-6657.

**Training is subject to change at any time.**

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## LEARNING EVENTS & FRANKLIN COVEY SEMINARS

Cancellations for all learning events must be made **10 business days** in advance.

### LEARNING EVENTS

***New!* PROFESSIONAL DEVELOPMENT EVENT: CAREER LAUNCH**

Coordinator: Ivory Patten  
 OCTOBER 12, 8:30-4:30  
 4<sup>th</sup> Floor  
 Conference Ctr. Bldg.

**COST: \$125**

**Intended audience:** Exempt and non-exempt UT employees in various professional roles.

Join us for a day of career and professional development for university employees! The 2017 event, CAREER LAUNCH, will provide opportunities for employees to focus on career development, enhance professional skills, build a professional network, and more. This learning event is open to all university faculty and staff.

### FRANKLIN COVEY SEMINARS

Cancellations for all Franklin Covey seminars must be made **10 business days** in advance.

**THE 5 CHOICES TO EXTRAORDINARY PRODUCTIVITY**

Ivory Patten  
 SEPTEMBER 28, 8:30-4:30 &  
 SEPTEMBER 29, 8:30-3:30  
 (Both days required)

**COST: \$289**

**Intended audience: General.**

The *5 Choices* program is an engaging productivity program offered by Franklin Covey, the same company that gives us the world-famous *Seven Habits of Highly Effective People* program. The two-day *5 Choices* seminar is an interactive workshop that will introduce participants to five key choices that if made consistently, will render dramatic results in productivity and achievement!

Today's culture experiences a barrage of information from multiple sources such as texts, email, and social media. Combined with the demands of our careers and life, we are consistently overwhelmed and distracted. The volume of information

<p>238 Conference Ctr. Bldg.</p> <p><b>Cancellations for all Franklin Covey seminars must be made 10 business days in advance.</b></p>	<p>threatens our ability to think clearly and make wise decisions about the best way to spend our time and resources. If we react to these stimuli without clear discernment, we are unable to accomplish the goals that matter most in our professional and personal lives.</p> <p>The <b>5 Choices</b> seminar provides a solution that inspires participants to apply a five-step process that will dramatically increase their ability to achieve life’s most important goals. Supported by research and years of experience, this solution not only produces a measurable increase in productivity, but also provides a renewed sense of engagement and accomplishment.</p> <p><u>Participants will receive the following Franklin Covey materials:</u></p> <ul style="list-style-type: none"> <li>• Participant guidebook</li> <li>• Access to assessments and instructions to apply content to smartphones, tablets, and web-based applications via the <b>5 Choices</b> website</li> <li>• Technical guide with instructions on how to maximize use of Microsoft Outlook®, Lotus Notes ®, Google Apps ®, and more</li> <li>• Take-home tools DVD</li> </ul> <p>Three bonus modules</p>
<p><b>SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE</b></p> <p>Leah Graves</p> <p>NOVEMBER 29, 8:30-4:30 &amp; NOVEMBER 30, 8:30-4:30 (Both days required)</p> <p>218 Conference Ctr. Bldg.</p> <p><b>Cancellations for all Franklin Covey seminars must be made 10 business days in advance.</b></p>	<p><b>COST: \$289</b></p> <p><b>Intended audience: General.</b></p> <p>Join us for one of the most popular training programs being delivered in universities and organizations worldwide! The program, created by the Franklin Covey Company is based on one of the best-selling books of all time, <i>The Seven Habits of Highly Effective People</i>.</p> <p>Would you benefit from learning how to be more effective in your work and personal life, truly manage your time by setting top priorities, and get better results from each hour/day? Strategies provided in this training help us spend more time focusing on the important and meaningful things in life! These areas are the main focus points in the <i>Seven Habits</i> program.</p> <p>Participants will discover how to:</p> <ul style="list-style-type: none"> <li>• Take initiative and avoid procrastination</li> <li>• Balance key priorities based on important life roles</li> <li>• Use a personal planner to plan weekly and daily and create to-do lists</li> <li>• Improve interpersonal communication</li> <li>• Develop mission, vision, and values statements</li> <li>• Leverage creative collaboration</li> </ul>

## CUSTOMER RELATIONS & COMMUNICATION CERTIFICATE COURSES

**Intended audience:** General. All Customer Relations & Communication certificate courses listed below are free of charge. Learn more: <http://hr.tennessee.edu/training/certificate-programs/customer-relations-communication-certificate/>

<p><b>FOUNDATIONS OF CUSTOMER RELATIONS &amp; COMMUNICATION (PREREQUISITE)</b></p> <p>Ivory Patten</p> <p>AUGUST 22, 8:30-11:30</p> <p>238 Conference Ctr. Bldg.</p>	<p>This course introduces participants to the certificate program and sets expectations for learning goals and participation. Participants will discuss how customers determine their needs and how to anticipate and exceed expectations. Coursework will also present current research in workplace communication topics.</p>
<p><b>ACTIVE LISTENING</b></p> <p>Leah Graves</p> <p>AUGUST 31, 8:30-11:30</p> <p>238 Conference Ctr. Bldg.</p>	<p>Effective listening is a skill that must be learned. Participants will be able to identify listening style and barriers to active listening. Participants will gain a stronger understanding and be able to demonstrate empathetic listening through action learning activities and videos.</p>
<p><b>NONVERBAL COMMUNICATION FOR PROFESSIONALS</b></p> <p>Leah Graves</p> <p>OCTOBER 19, 8:30-11:30</p> <p>218 Conference Ctr. Bldg.</p>	<p>Mannerisms, gestures, and expressions say something about an individual employee. Participants will discover nonverbal cues through situational examples, videos, and images. Register for this course to better decode and interpret the body language of others to improve communication, service, and overall workplace effectiveness.</p>
<p><b>COMMUNICATING WITH ASSERTIVENESS &amp; CREDIBILITY</b></p> <p>Ivory Patten</p> <p>OCTOBER 26, 8:30-11:30</p> <p>238 Conference Ctr. Bldg.</p>	<p>Communication doesn't just happen. Participants will identify ways to promote credibility through communication and discuss assertive communication techniques to enhance one's personal assertiveness style. Participants will increase their understanding of assertive communication through interactive activities that will promote applied learning.</p>

<p><b>NAVIGATING DIFFICULT CUSTOMER SERVICE SITUATIONS</b></p> <p>Ivory Patten</p> <p>SEPTEMBER 7, 8:30-11:30</p> <p>238 Conference Ctr. Bldg.</p>	<p>The measure of one’s customer service abilities is determined by how one handles and rebounds from the most challenging customer experiences. Participants will learn how to re-direct the “object of frustration”, gain an understanding of the dos and don’ts of customer communication, and will practice guided problem-solving steps to solving customer service challenges.</p>
<p><b>COMMUNICATION STYLES</b></p> <p>Leah Graves</p> <p>OCTOBER 5, 8:30-11:30</p> <p>238 Conference Ctr. Bldg.</p>	<p>Understanding how you communicate with others has a great impact on work relationships. Using a styles assessment, this course provides information on different ways in which people communicate at work along with tips and strategies for fitting the style you use to the situation at hand. Applying these strategies will enhance workplace effectiveness including service to others.</p>
<p><b>WE VS. ME: WORKPLACE COOPERATION &amp; TEAMWORK</b></p> <p>Ivory Patten</p> <p>NOVEMBER 14, 9:00-11:00</p> <p>238 Conference Ctr. Bldg.</p>	<p>A team is a group, but a group is not always a team. Participants in this course will gain an understanding of the importance of teamwork and cooperation, learn methods of giving and receiving constructive feedback, learn how to discern the differences between positive and negative conflict, and will develop a self-awareness to better compliment others within the workplace. After this course, participants will have the tools necessary to strengthen cohesion among their colleagues.</p>
<p><b>CUSTOMER RELATIONS &amp; COMMUNICATION SIMULATION</b></p> <p>Ivory Patten</p> <p>NOVEMBER 30, 1:00-5:00</p> <p>238 Conference Ctr. Bldg.</p>	<p>The final course in the certificate series is designed as a hands-on, scenario-based workshop in which participants will participate in customer service and communication simulations.</p> <p><b>This course must be taken as the last course to complete the certificate.</b></p>

## **SUPERVISORY FOUNDATIONS CERTIFICATE**

Please contact [Leah Graves](mailto:lgraves1@tennessee.edu) (lgraves1@tennessee.edu) for information about the next available program.

**Intended Audience:** This program is open to supervisors where the primary duty of the job is to supervise the work of two or more UT employees (not students) on a regular basis. While the program is designed for new supervisors (those in a supervisory role one to three years), the program also serves as a refresher for seasoned supervisors and managers.

The program is currently offered free of charge.

**Attendance at all four modules (modules are scheduled 8:30 a.m. – 4:30 p.m.) in their entirety is required.**

### **Highlights of the program include:**

- Eight courses offered in four, day-long modules
- Training delivered in consecutive months to create an immersive experience
- A cohort format that enables participants to build a network of peers at UT
- Collaborative learning designed for new supervisors
- Training aligned with distinct learning objectives and competencies

## OPEN ENROLLMENT TRAINING

Courses are open to all UT employees unless an “intended audience” is noted. All open enrollment courses are free of charge unless otherwise noted.

<p><b>946-CARE &amp; EMPLOYEE ASSISTANCE PROGRAM OVERVIEW</b></p> <p>Julie Roe &amp; Nate Taylor</p> <p>OCTOBER 19, 12:00-1:00 218 Conference Ctr. Bldg.</p>	<p>We are all members of the Vol Family. Let’s help take CARE of each other. The 946-CARE (946-2273) hotline for distressed faculty and staff offers an avenue to share concerns for your own welfare or that of a colleague. Whether an employee needs help coping with a work or personal problem, or fears that a co-worker may need help, trained professionals are just a phone call away. Some signs of troubling behaviors include depression, a fixation on weapons, anger or paranoia and social isolation. The Employee Assistance Program (EAP) is designed to provide free, CONFIDENTIAL assistance to help employees and their families resolve problems that influence their personal lives or job performance. Spouses and dependent children of employees also qualify for EAP benefits. Attend this one-hour session to learn more about the history and purpose of 946-CARE and the EAP resources available.</p>
<p><b>ACCELERATING INNOVATION</b></p> <p>Ron Tredway</p> <p>DECEMBER 12, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p><b>Cost: \$35</b></p> <p><b>This class has a ten business-day cancellation policy.</b></p> <p>The need for new ideas and innovative methods to get our work done is more important than ever before. This course uses the Creatrix™ inventory to explore the concept of innovation within the realms of risk-taking and creativity. Creatrix™ is a tool that measures one’s capacity for innovation on both a risk-taking and creativity scale. Prior to class, each registered participant will be given a log-in ID and password to take the online assessment. Attend this class to learn more about your own propensity for generating new ideas and gain insight about what it means to take risks in the spirit of moving new ideas forward. The \$35 fee covers the Creatrix™ assessment tool.</p> <p><b><u>10 business-day cancellation policy:</u></b> If a registered participant cancels within 10 business days of the date of training that has a fee, a conference, or a seminar, the department will be charged the full fee. If the department will not pay, the individual will be invoiced for the amount. Departments are welcome to send a substitute if the registered attendee must cancel within this 10 business-day period.</p>
<p><b>ANNUAL PERFORMANCE REVIEW: THE VALUE OF PERFORMANCE</b></p> <p>Julie Roe &amp; Nate Taylor</p> <p>DECEMBER 13, 9:00-11:00</p>	<p>This two hour session provides an overview and practical application of the following:</p> <ul style="list-style-type: none"> <li>• UT philosophy on performance reviews</li> <li>• Comprehensive overview of the traditional performance management process (effective goal setting; performance discussions, forms, ratings and methods)</li> <li>• The critical role of supervisors as well as employees</li> </ul>

<p>238 Conference Ctr. Bldg.</p>	<ul style="list-style-type: none"> <li>• Review of resources, tips, and pitfalls</li> </ul> <p>To learn more, visit <a href="http://hr.utk.edu/performance-evaluation/">http://hr.utk.edu/performance-evaluation/</a></p>
<p><b>BALANCING WORK AND LIFE FOR WELLBEING</b></p> <p>Ivory Patten</p> <p>AUGUST 17, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p>When the demands of one’s career and life are balanced, one is able to handle stress and achieve well-being. In this course, participants will learn skills to manage personal pressures and work-related stress. Participants will create an action plan utilizing internal resources to identify future steps needed to achieve well-being.</p>
<p><b>BASIC INVESTMENT EDUCATION</b></p> <p>Luke Evola</p> <p>NOVEMBER 14, 1:00-3:00 238 Conference Ctr. Bldg.</p>	<p>Practical information to assist you in pursuing your investment goals.</p>
<p><b>BEYOND BRAINSTORMING: CREATIVE PROBLEM SOLVING</b></p> <p>Leah Graves</p> <p>NOVEMBER 1, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p>This hands-on class will examine why we so often find ourselves “in the box” when it comes to thinking creatively. This class will discuss different approaches to problem-solving and provide a variety of techniques to use to increase creative problem-solving.</p>
<p><b>BUSINESS &amp; PROFESSIONAL ETIQUETTE ESSENTIALS</b></p> <p>Ivory Patten</p> <p>OCTOBER 17, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p>Professional etiquette consists of rules written and unwritten; both strongly influence one’s relationships and opportunities. During this session, participants will identify appropriate conduct through a variety of professional scenarios. Also, guidelines for making proper choices related to etiquette will be provided.</p>
<p><b>CHANGING AND CREATING POSITIONS IN IRIS</b></p> <p>Tarah Keeler</p> <p>AUGUST 29, 10:30-12:00 238 Conference Ctr. Bldg.</p>	<p>Participants will gain an understanding of the IRIS transaction ZPOSITION000 -“Position Create/Change” as well as knowledge of how the changes made move through Workflow and helpful tips to improve the efficiency of the process.</p>

<p><b>COMMUNITY RESPONSE TO AN ACTIVE SHOOTER</b></p> <p>UTPD</p> <p>AUGUST 24, 1:30-2:30 238 Conference Ctr. Bldg.</p> <p>NOVEMBER 2, 10:30-11:30 218 Conference Ctr. Bldg.</p>	<p>In light of recent events involving public shooting incidents (including the Knoxville area), UTPD has designed a program to help staff and students recognize what they should do in the event of an active shooter on campus. The presentation will also cover past incidents and what to expect from the police when they arrive.</p>
<p><b>EMOTIONAL INTELLIGENCE</b></p> <p>Johanna Owenby</p> <p>DECEMBER 6, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p>Emotional intelligence is a competency that has numerous implications for professional success. Drawing upon Daniel Goleman’s classic work, “Emotional Intelligence,” as well as other research, this course emphasizes the importance of emotional intelligence as a tool for effectiveness in the workplace.</p>
<p><b>EMPOWER RETIREMENT ADVISORY SERIES: MANAGED ACCOUNTS</b></p> <p>Luke Evola</p> <p>OCTOBER 26, 9:00-11:00 218 Conference Ctr. Bldg.</p>	<p>A service that helps create and implement a retirement savings strategy-personalized to you.</p>
<p><b>ENVIRONMENTAL HEALTH &amp; SAFETY COMPLIANCE</b></p> <p>James Cantu</p> <p>OCTOBER 18, 9:00-11:00 238 Conference Ctr. Bldg.</p>	<p>This session provides an overview of the established program to protect the environmental health and safety of the university community. Topics to be discussed include UT’s responsibility for safety, the responsibility of all employees, services available from Environmental Health and Safety Services (EHSS), supervisors’ safety responsibilities, supervisors’ safety logistics responsibilities, and improving the safety culture at UT.</p>
<p><b>EVENT PLANNING 101: BASIC TOOLS TO MAXIMIZE RESULTS</b></p> <p>Heather Cockrum</p> <p>OCTOBER 3, 10:30-12:00 238 Conference Ctr. Bldg.</p>	<p>Planning a meeting or event can be a fun, creative, and rewarding process. For some, however, it can be frustrating (“Where do I start?”), overwhelming (“So many details...Not enough budget!”), and exhausting (“How do I fit this into my current workload?”). Whether you are new and inexperienced or seasoned but uninformed of best practices in meeting and event planning, this course will equip you with practical tools and resources to help you streamline the work and plan with confidence. Recommended in conjunction with “Events at UT: Policies, Options, and Best Practices.”</p>

<p><b>EVENTS AT UT: POLICIES, OPTIONS, AND BEST PRACTICES</b></p> <p>Heather Cockrum</p> <p>OCTOBER 3, 1:00-2:00 238 Conference Ctr. Bldg.</p>	<p>As an event or meeting planner, do you find yourself booking the same campus spaces or relying on the same vendors as a means to salvage valuable time and energy? In completing the to-do list for an event, or in your efforts to be creative with a new project, is it possible you are inadvertently breaking a university policy in the process? This course will help remove the unnecessary guesswork out of planning an event or meeting on campus. Learn about the wide array of options available to you, the best practices used by seasoned UT event planners, and key university policies critical to the smooth execution of your event. Recommended in conjunction with “Event Planning 101: Basic Tools to Maximize Results.”</p>
<p><b>EXPLORING EMPLOYEE LEAVE ISSUES</b></p> <p>Julie Roe</p> <p>AUGUST 10, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p>This course describes the various types of leave available to university employees. Legitimate uses of leave and abuse of leave will be discussed. Finally, methods to deal with leave abuse situations will be covered.</p>
<p><b>GETTING RESULTS BY MANAGING CONFLICT</b></p> <p>Julie Roe</p> <p>OCTOBER 5, 8:30-11:30 218 Conference Ctr. Bldg.</p>	<p>Conflict occurs whenever we try to get our needs met and someone or something interferes. The good news is that we can improve our ability to manage conflict. Based on research in conflict management, the program will introduce you to different conflict management communication styles.</p>
<p><b>HOW TO WRITE AN EFFECTIVE POSITION DESCRIPTION</b></p> <p>Tarah Keeler</p> <p>AUGUST 29, 8:30-10:00 238 Conference Ctr. Bldg.</p>	<p><b>Intended audience:</b> Supervisors and general.</p> <p>Writing an effective position description leads to accurate classification, but is also central to several other aspects of employment including recruitment, training and orientation, performance management, and legal compliance. Participants will learn how to develop a descriptive yet concise position description for employees, and how to complete the Position Description Form and Classification Request Form.</p>

<p><b>I-9/EVERIFY</b></p> <p>Cathy Milligan</p> <p>OCTOBER 24, 9:00-11:30 238 Conference Ctr. Bldg.</p>	<p><b>Intended audience:</b> Individuals responsible for processing new hire paperwork.</p> <p>Form I-9 training for department representatives. How to complete each section of the form and how to handle some special situations which commonly arise.</p>
<p><b>IMPROVING EMPLOYEE CONDUCT</b></p> <p>Julie Roe</p> <p>NOVEMBER 29, 8:30-11:30 218 Conference Ctr. Bldg.</p>	<p>This program helps participants improve skills in gathering interviews, analyzing discipline problems, and preparing warning notices. Time will be allotted for discussion.</p>
<p><b>INTERNAL CONTROLS OVERVIEW</b></p> <p>James Hodge &amp; Susan Wilson</p> <p>SEPTEMBER 19, 1:30-4:30 238 Conference Ctr. Bldg.</p>	<p>Everyone at the university has some responsibility for our internal control structure. This course is designed to assist administrators, faculty, and staff to effectively discharge their responsibilities by understanding and applying internal control concepts. Effective management is accomplished by reviewing the components of internal controls, class exercises, and case studies of actual events at the university.</p>
<p><b>INTERVIEWING BEST PRACTICES</b></p> <p>Natalie Johnson</p> <p>SEPTEMBER 6, 9:00-11:00 238 Conference Ctr. Bldg.</p>	<p>A brief overview of some of our best interviewing practices, including behavioral interview techniques and questions to avoid.</p>
<p><b>LAW &amp; YOU: INTERACTING WITH LAW ENFORCEMENT</b></p> <p>UTPD</p> <p>OCTOBER 10, 1:30-2:30 238 Conference Ctr. Bldg.</p>	<p>This session will cover your rights and responsibilities, some cardinal rules, and communication during your encounter with law enforcement officials. This course offers procedures to follow if you are stopped by a police officer or law enforcement official.</p>

<p><b>LEARN THE BASICS OF WHEN AND HOW TO CLAIM SOCIAL SECURITY</b></p> <p>Jeff Givens</p> <p>OCTOBER 24, 1:30-2:30 238 Conference Ctr. Bldg.</p>	<p>Facts about Social Security.</p>
<p><b>LEGAL ASPECTS OF MANAGEMENT &amp; SUPERVISION</b></p> <p>Mike Fitzgerald</p> <p>NOVEMBER 1, 8:30-11:30 218 Conference Ctr. Bldg.</p>	<p>Managers face rules and procedures of ever-increasing complexity. This program will provide guidance in the consideration and application of state and federal laws and university policies and procedures as they pertain to university employees. Regulations to be discussed will include FMLA, ADA, disciplinary procedures, discrimination procedures, sexual harassment policies, and more.</p>
<p><b>MAKE THE MOST OF YOUR RETIREMENT SAVINGS</b></p> <p>Jeff Givens</p> <p>SEPTEMBER 5, 1:30-2:30 218 Conference Ctr. Bldg.</p>	<p>Topics include:</p> <ul style="list-style-type: none"> <li>• The importance of saving as much as possible for retirement</li> <li>• How much to save for retirement and the benefits of saving more</li> <li>• Different account types you can use to save for retirement</li> <li>• Ways to preserve and grow your savings to last throughout your lifetime</li> </ul>
<p><b>MANAGING &amp; MOTIVATING STUDENT WORKERS</b></p> <p>Tabitha Cannon</p> <p>SEPTEMBER 21, 11:30-1:00 218 Conference Ctr. Bldg.</p>	<p>Supervising students in the workplace presents a unique challenge for a variety of reasons, including odd scheduling hours, limited background in a workplace setting, and lack of motivation to work to the standards set by the regular full-time staff that employs them. This session examines some typical problems associated with managing student workers, offers solutions, and includes non-monetary ways to motivate student workers in an administrative setting.</p>
<p><b>MANAGING ACROSS GENERATIONS</b></p> <p>Leah Graves</p> <p>AUGUST 2, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p>Today's workforce covers four diverse generations, each having unique motivations and expectations. Understanding how their values were formed will help you strategize how best to assign work, communicate, provide feedback, and set boundaries with each generation. This course will discuss ways to effectively lead the multi-generational workforce.</p>
<p><b>MEDIATION SKIL BUILDING</b></p> <p>Julie Roe &amp; Nate Taylor</p>	<p>Mediation is a process by which a neutral third party helps people resolve their differences. It is less adversarial, less expensive (in terms of time and money), and less destructive than many other processes for handling conflict.</p>

<p>JULY 26, 9:00-11:00 218 Conference Ctr. Bldg.</p>	<p>In this class, you will learn how to use mediation informally with staff and in everyday situations.</p>
<p><b>MONEY MANAGEMENT THROUGH TRANSITIONS</b></p> <p>UTFCU</p> <p>SEPTEMBER 14, 1:00-2:00 218 Conference Ctr. Bldg.</p>	<p>Experiencing a layoff or unexpected change in employment during any point in one's life can be a scary and emotional situation. However, there are steps one can take to help ensure a quick and manageable recovery. This workshop can help attendees regroup, re-evaluate, and plan for the future.</p>
<p><b>MONEY RULES TO LIVE BY</b></p> <p>John Fawaz</p> <p>NOVEMBER 15, 11:30-1:00 218 Conference Ctr. Bldg.</p>	<p>This class will provide easy to understand financial concepts and fundamentals of financial planning and set you on the right track towards achieving financial success.</p> <ul style="list-style-type: none"> <li>• Financial Management</li> <li>• Investments</li> <li>• Employee Benefits</li> <li>• Insurance</li> <li>• Taxes</li> <li>• Personal Legal Documents</li> </ul>
<p><b>MOTIVATION &amp; RECOGNITION OF EMPLOYEES</b></p> <p>Johanna Owenby</p> <p>OCTOBER 4, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p>What does it take for supervisors and managers to motivate and keep employees who consistently achieve and exceed reasonable performance expectations? This course summarizes current research on benefits and importance of employee recognition, and offers specific suggestions on how to provide meaningful recognition to your employees.</p>
<p><b>MYERS BRIGGS TYPE INDICATOR</b></p> <p>Ron Tredway</p> <p>SEPTEMBER 12, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p><b>Cost: \$35</b></p> <p><b>This class has a ten business-day cancellation policy.</b></p> <p>Join us for one of the most popular courses offered at organizations and universities worldwide! The Myers-Briggs Type Indicator is a research-based assessment that helps individuals and teams understand how they perceive information, interact with others, communicate, and structure their careers.</p> <p>If you are interested in insight into self and others, you don't want to miss this class. The \$35 fee covers the Myers-Briggs assessment tool. <b>Cancellations for this class must be made 10 business days before class.</b></p> <p><b><u>10 business-day cancellation policy:</u></b> If a registered participant cancels within 10 business days of the date of training that has a fee, a conference, or a seminar, the department will be charged the full fee. If the department will not</p>

	<p>pay, the individual will be invoiced for the amount. Departments are welcome to send a substitute if the registered attendee must cancel within this 10 business-day period.</p>
<p><b>NEXT STEPS ON YOUR UT CAREER PATH</b></p> <p>Natalie Feller</p> <p>NOVEMBER 16, 9:00-11:00 238 Conference Ctr. Bldg.</p>	<p>This class is designed to help prepare you for the next steps in your career within the University of Tennessee. In this course, we will discuss preparing resumes and cover letters for promotions within the university, networking to help you along your career path, and interviewing tips.</p>
<p><b>PLANNING FOR FINANCIAL SECURITY</b></p> <p>Andrew Craft</p> <p>OCTOBER 25, 11:30-1:00 238 Conference Ctr. Bldg.</p>	<p>This three-part comprehensive financial planning seminar addresses:</p> <ul style="list-style-type: none"> <li>• Cash management</li> <li>• Risk management</li> <li>• Investment strategies</li> <li>• Tax planning</li> <li>• Retirement planning</li> <li>• Social Security Strategies</li> <li>• Estate planning</li> </ul>
<p><b>PROJECT MANAGEMENT</b></p> <p>Shane Colter</p> <p>AUGUST 10, 8:30-11:30 218 Conference Ctr. Bldg.</p>	<p>In this overview to project management, attendees will learn how to break down a project into milestones and tasks to develop a baseline plan. This workshop will cover fundamental PM concepts, such as sequencing, critical path, change management, and effort/duration. The importance of clearly defined team roles and responsibilities will be discussed as well as methods for estimating, classifying, and prioritizing. Actual project examples will be provided. Participants are encouraged to bring their own projects for practice.</p>
<p><b>PUNCTUATION BASICS</b></p> <p>Bonnie Hinds</p> <p>NOVEMBER 28, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p>Punctuation is the artwork of your written communications. Learn how to “paint” a better sentence and enhance your message with a solid understanding of the importance of punctuation marks. This course will refresh your knowledge of grammar and sentence structure in a fun, hands-on environment. To be sure, this is “not your grandma’s approach” to learning the basics.</p>
<p><b>RAPE AGGRESSION DEFENSE (RAD)</b></p> <p>UTPD</p> <p>DECEMBER 5-7, 12:30-4:30 UTPD Community Room</p>	<p>A self-defense course designed for women, covering comprehensive information and physical techniques. (Three-day course)</p>

<p><b>READY TO RETIRE</b></p> <p>Holly Wells &amp; Jonathan Ramsey</p> <p>JULY 18, 8:30-11:30  AUGUST 1, 8:30-11:30  AUGUST 23, 1:30-4:30  SEPTEMBER 8, 1:30-4:30  SEPTEMBER 19, 8:30-11:30  OCTOBER 10, 8:30-11:30  NOVEMBER 15, 1:30-4:30  DECEMBER 6, 1:30-4:30</p> <p>238 Conference Ctr. Bldg.</p>	<p>Retirement should be a time to enjoy the rewards of your hard work and savings, but it takes planning and preparation. Planning your retirement can be intimidating and confusing, especially if you do not fully understand your retirement options and available benefits. If you are ready to retire, or somewhere in the middle, help is available. Total Rewards, Benefits &amp; Retirement Office will include a personalized benefit booklet.</p>
<p><b>RESPECT &amp; CIVILITY IN THE WORKPLACE</b></p> <p>Leah Graves</p> <p>DECEMBER 12, 8:30-11:30  218 Conference Ctr. Bldg.</p>	<p>Explore and discuss the importance of civility in the workplace, particularly with regard to the Principles of Civility and Community developed by UT Knoxville campus in 2010. Participants will review examples and effects of incivility and will discuss how to practice civility in the workplace.</p>
<p><b>RETIREMENT PLANNING FOR BABY BOOMERS: AN ACTION PLAN</b></p> <p>Luke Evola</p> <p>AUGUST 16, 9:00-11:00  238 Conference Ctr. Bldg.</p>	<p>This seminar will discuss the steps Baby Boomers can take to get ready to enjoy retirement.</p>
<p><b>RETIREMENT PLANNING FOR THE NEXT GENERATION</b></p> <p>Luke Evola</p> <p>SEPTEMBER 5, 1:00-3:00  238 Conference Ctr. Bldg.</p>	<p>Travel back in time and tell yourself to do the things you should. What would your future-self tell you?</p>
<p><b>RETIREMENT PLANNING FOR WOMEN</b></p> <p>Luke Evola</p>	<p>Retirement from a woman’s perspective and how they can use their employer-sponsored retirement plan to be more confident about their financial future.</p>

<p>AUGUST 3, 1:00-3:00 238 Conference Ctr. Bldg.</p>	
<p><b>STEPS TO FINANCIAL FREEDOM</b></p> <p>UT Federal Credit Union</p> <p>JULY 27, 1:00-2:00 218 Conference Ctr. Bldg.</p>	<p>Achieving lifelong financial success can sometimes seem like an overwhelming task. However, developing a step-by-step plan can help attendees gain long-term control of their finances. Setting goals, communicating with family members, creating a budget, building savings, reducing debt, evaluating insurance, and buying a home are some of the topics covered in Steps to Financial Freedom.</p>
<p><b>TECHNIQUES FOR EFFECTIVE FEEDBACK (WEBINAR)</b></p> <p>Johanna Owenby</p> <p>AUGUST 3, 12:30-1:45 Online via Zoom</p>	<p>Giving and receiving feedback effectively is a crucial competency for supervisors, managers, and leaders. This webinar reviews why feedback can be so challenging and why it is necessary in the development of positive working relationships. Participants will explore techniques to effectively deliver positive and constructive feedback to employees.</p>
<p><b>THE IMPACT OF THE CLERY ACT</b></p> <p>Jillian Paciello</p> <p>AUGUST 16, 10:30-11:30 218 Conference Ctr. Bldg.</p>	<p>The Clery Act impacts the University and the community in many different ways. This course focuses on how the Clery Act affects our University, its staff, students, and community as a whole. Topics that bring the most questions will be addressed such as, why and when the University sends UT Alerts and Safety Notices. Breaking down Clery Campus statistics and when and why they would differ from UTPD statistics. The policies and procedures the University has to follow because of the Clery Act, and an overall history of how the Clery Act came about and why the University works so diligently to comply with it.</p>
<p><b>TIME MANAGEMENT</b></p> <p>Ivory Patten</p> <p>AUGUST 11, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p>Effective time management increases work productivity. Through action learning activities, participants in this course will identify where their time is going and why, prioritize work tasks into crucial areas, and learn how to plan work according to priorities.</p>
<p><b>TURN YOUR SAVINGS INTO RETIREMENT INCOME</b></p> <p>Jeff Givens</p> <p>AUGUST 28, 1:30-2:30 238 Conference Ctr. Bldg.</p>	<p>Topics Include:</p> <ul style="list-style-type: none"> <li>• The benefits of having a retirement income plan</li> <li>• Important considerations for retirement income and expenses</li> <li>• Which income strategies may fit your needs for retirement</li> </ul>

<p><b>UNDERSTANDING MOST COMMON DISABILITIES</b></p> <p>Annazette Houston &amp; Lori Smith</p> <p>SEPTEMBER 21, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p>Having a disability does not necessarily mean that an individual uses a wheelchair, an interpreter, or a guide dog. In fact, most of those registered with the Office of Disability Services have disabilities that are not apparent. Examples include learning disabilities, attention deficit/hyperactivity disorder, and psychological disabilities. This workshop will give you an opportunity to learn more about these three types of “hidden” disabilities and how they may impact an individual in a learning or work setting. In addition, the presenters will discuss the necessity of a variety of accommodations.</p>
<p><b>WHAT'S MY LEADERSHIP STYLE?</b></p> <p>Johanna Owenby</p> <p>JULY 27, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p><b>Intended audience:</b> Supervisors, managers, and team leaders.</p> <p><b>Cost: \$35</b></p> <p><b>This class has a ten business-day cancellation policy.</b></p> <p>Participants will define leadership styles, complete an inventory to assess their own leadership styles, and apply what they discover to real-life situations. With this information, they will be able to make deliberate choices about the most effective way to lead in different situations. The \$35 fee covers purchased booklet and assessment. <b>Cancellations for this course must be made 10 business days before the class date.</b></p> <p><b><i>10 business-day cancellation policy:</i></b> If a registered participant cancels within 10 business days of the date of training that has a fee, a conference, or a seminar, the department will be charged the full fee. If the department will not pay, the individual will be invoiced for the amount. Departments are welcome to send a substitute if the registered attendee must cancel within this 10 business-day period.</p>
<p><b>WHY WE BUY: THE PSYCHOLOGY OF SPENDING</b></p> <p>UT Federal Credit Union</p> <p>NOVEMBER 16, 1:00-2:00 218 Conference Ctr. Bldg.</p>	<p>Understanding why we buy is really not that simple. But, once we learn the psychology of spending, we will be armed with the knowledge to overcome the urge to splurge. In the Why We Buy workshop, attendees will learn how to manage valuable resources, the external factors that influence buying behavior, money personalities, ways to control spending, and overcoming the forces that make us spend.</p>
<p><b>WORKING THROUGH CHANGE AND TRANSITION</b></p> <p>Leah Graves</p> <p>JULY 25, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p>Change happens ... then what? In trying to get back to “normal” after a change has taken place, we often ignore the crucial step of working through the transition period. A change is announced, and often we are expected to go on as usual! To effectively handle change, we must turn our attention to what comes next. This course highlights techniques and ideas for dealing effectively with the transition phase and introduces participants to several helpful change models that are appropriate for different types of change situations. Participants will explore and discuss how to move forward through transition.</p>

<p><b>WRITING EFFECTIVELY</b></p> <p>Johanna Owenby</p> <p>AUGUST 17, 8:30-3:30 218 Conference Ctr. Bldg.</p>	<p><b>COST: \$35</b></p> <p><b>This class has a ten business-day cancellation policy.</b></p> <p>This program covers the basics of writing effectively. Participants will review grammar, the writing process, and conventions for business English. This course provides participants with the book Write for Business, from which the program’s content is facilitated and discussed. The \$35 fee is for the purchased book used throughout the course. <b>Cancellations for this course must be made 10 business days before the class date.</b></p> <p><b><u>10 business-day cancellation policy:</u></b> If a registered participant cancels within 10 business days of the date of training that has a fee, a conference, or a seminar, the department will be charged the full fee. If the department will not pay, the individual will be invoiced for the amount. Departments are welcome to send a substitute if the registered attendee must cancel within this 10 business-day period.</p>
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## SPONSORED PROJECTS TRAINING

**Intended Audience:** Individuals who work with sponsored projects within UTK. All courses listed below are free of charge.

<p><b>ADVANCED TOPICS AND SUBCONTRACT MONITORING</b></p> <p>Jay Taylor</p> <p>AUGUST 15, 8:30-11:30 218 Conference Ctr. Bldg.</p>	<p>This class is designed to give those working with sponsored projects a better understanding of topics such as program income, expanded authority, sub contract monitoring, etc. The class will include in-depth discussions of the policies and Federal requirements surrounding these areas; as well as, methods used to help in monitoring including the departmental roles and responsibilities.</p>
<p><b>BUSINESS ETHICS FOR SPONSORED PROJECTS</b></p> <p>Jay Taylor</p> <p>SEPTEMBER 7, 8:30-11:30 218 Conference Ctr. Bldg.</p>	<p>This class includes a description of ethical business behavior on sponsored projects, including a foundation of financial compliance duties. Several examples and real-life scenarios will be discussed by the class.</p>
<p><b>COST TRANSFERS &amp; CLOSEOUT</b></p> <p>Jay Taylor</p> <p>SEPTEMBER 27, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p>This course examines UT's fiscal policy regarding cost transfers on sponsored projects, including timeliness and supporting documentation requirements on federal projects.</p>
<p><b>IRIS REPORTS FOR SPONSORED PROJECTS</b></p> <p>Jay Taylor</p> <p>OCTOBER 11, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p>The IRIS Reports class is designed to show those working with sponsored projects the different types of reports available in IRIS for managing their projects more efficiently.</p>
<p><b>SCHEDULE OF FINAL CHARGES (CLOSEOUT)</b></p> <p>Jay Taylor</p> <p>NOVEMBER 15, 8:30-11:30 238 Conference Ctr. Bldg.</p>	<p>This class is designed to give those working with sponsored projects a better understanding of topics such as program income, expanded authority, sub contract monitoring, etc. The class will include in-depth discussions of the policies and Federal requirements surrounding these areas; as well as, methods used to help in monitoring including the departmental roles and responsibilities.</p>