

Office of Employee and Organizational Development

From: Office of Employee and Organizational Development
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To: 'EODNEWS@LISTSERV.UTK.EDU'
Subject: Sept/Oct News from EOD

SEPT/OCT NEWS



Click on the K@TE logo to register or to view the calendar of our other online fall classes.

For many years, the Office of Employee & Organizational Development has had the pleasure of hosting the Administrative Professionals Retreat for non-exempt administrative professionals at the Park Vista Hotel in Gatlinburg, TN.

Due to safety and social-distancing concerns related to COVID-19, this retreat has been canceled for 2020. We hope to host it again in 2021.

We appreciate your understanding and look forward to seeing you in the near future. (In the meantime, for professional development opportunities check out our Administrative Skills 101, 201, and 301 certificate programs at <https://hr.tennessee.edu/training/online-training/certificate-programs/>.)

Communicating Through Challenging Customer Interactions - Thursday, September 24, 9:30-11:30 EDT via Zoom. Spots still available!

Negative customer interactions can be costly to your organization. Participants in this course will learn strategies to navigate difficult and unexpected service interactions professionally and assertively.

New diversity and anti-racism courses available for a limited time in K@TE:

- **Color Blind or Color Brave? A TED Talk by Mellody Hobson, 15 min**
- **Courageous Conversations on Racism, 15 min**
- **Let's Talk Racism, 30 min**
- **Managing Prejudice Within Your Team, 8 min**
- **Adopt Inclusive Leadership Behaviors, 1 hour**
- **(Curriculum) Confronting Racism with Robin DiAngelo, the author of *White Fragility*, 50 min., including:**
 - **Confronting Racism: What You Can Do**
 - **Confronting Racism: Thinking Critically About Our Words and Their Impact**
 - **Confronting Racism: Keeping the Work Going Within Our Organizations**
 - **Confronting Racism: Getting Race on the Table**
 - **Confronting Racism: Understanding What It Means to Be White, Challenging What It Means to Be Racist**
 - **Confronting Racism: A Thoughtful Approach to Educating Ourselves About Racism**
 - **Confronting Racism: Acknowledging Racial Resentment**

EOD is transitioning to an HR Business Partner model, emphasizing focused relationships with each of UT's campuses and institutes. Stay tuned for further updates!