CLOE
Center for Leadership & Organizational Excellence
Division of Human Resources

Professional Development Course Catalog

January 2011 – June 2011
Greetings, and welcome from the Center for Leadership & Organizational Excellence, a new provider of professional development activities for NC A&T employees. The center, or “CLOE” for short, was established within the Division of Human Resources to take a strategic approach to organizational development and professional work force development. This is our second Course Catalog, and is filled with a wide variety of learning opportunities for all NC A&T employees. Thanks to the gracious and committed support of Chancellor Harold Martin and the Cabinet, our classes are offered free of charge to all permanent employees.

The catalog is divided into sections: 1) Competency Development, 2) Computer Essentials, 3) Supervisory Courses, 4) Online Courses, 5) Additional Campus Opportunities, and 6) Other Local Educational Opportunities.

Courses in the Competency Development section are primarily designed to enhance job-related skills and knowledge. We have organized this curriculum to target specific job functions. These courses will equip employees with skill sets to help increase workplace effectiveness and advance the quality of performance. For professional development planning purposes, supervisors and employees can use these recommendations to help staff focus their learning to increase excellence in performance and productivity.

Courses in the Computer Essentials section are designed to provide a robust and solid understanding of the various computer software and operating functions required at NC A&T. Taught primarily by the DoIT staff, these courses will keep employees informed and prepared to handle all computing needs.

For the first time, CLOE is offering courses tailored specifically for University supervisors. These courses are designed to increase a supervisor’s effectiveness in creating and maintaining a workplace that is compliant with state and federal employment law and that fosters strong teamwork and high performance.

Next, CLOE is delighted to provide computer based training in the Online Courses section. These courses cover a wide array of both competency-specific topics (such as Business Writing) to more specialized topics (such as Database Administration or Graphic Design). We have partnered with a number of providers, including Element K and the Office of State Personnel, to make learning accessible and convenient any time.

The last two sections, Additional Campus Opportunities and Other Local Educational Opportunities, are designed to keep you aware of the many professional development activities here at A&T, as well as in the local community. Oftentimes, specialized professional development that employees may need can be found by these providers.
We hope you will find this catalog a useful resource for your career needs, and we are pleased that you have chosen us as part of your professional development pursuit. If you have any questions, please contact Nicole Sharpless, Training Specialist, at 334-7862.

Linda McAbee  
Vice Chancellor for Human Resources  
Division of Human Resources
CLOE is proud to offer Competency Development classes, targeting SPA career banded employees. For this second catalog, courses are again primarily being offered for development at the Contributing and Journey levels. In future catalogs, more advanced courses will be introduced. To register for these classes, please refer to:

http://www.ncat.edu/training/classes.php

Title: Achieving High Performance through Small Acts of Inclusion

Description: Our workplace is changing. With the state budget difficulties, we will each be expected to achieve higher performance. While many of us desire to work in a high performing team, we are often unaware of how our behavior impacts our team’s performance and what we can do to achieve higher work group productivity and a more collaborative team environment for us all. We are probably more aware of the greater diversity in our work team—culturally, generationally, and geographically. This workshop will explore how we can celebrate our differences, capitalize on these differences to build a strong and supportive team, and unleash unrealized potential by valuing differences. Through dialogue and conversation during this workshop, you will:

1) be asked to personally commit to being respectful and welcoming toward others who may be different than you;
2) expand your comfort zone and use the workshop experience to improve human relationships within your team and the University community;
3) create an internal awareness of bias and then move beyond bias toward being a high performing team member; and
4) be encouraged to make personal changes that will create a more inclusive workplace and community.

*Recommended for all employees.

Date: Tuesday, March 8
Time: 9:00am – 4:00pm
Location: 1020 E Wendover, Room 007

Title: Developing Your Identity as a Leader

Description: We all lead in the matters that are important to us and to the University. Quietly or enthusiastically, formally or informally, we seek to influence others as part of creating desired outcomes in our work environment. Doing this effectively and consistently begins (and deepens) with self-leadership: creating ongoing changes and growth in ourselves. Whatever
your position, whatever issues and objectives matter to you, this training will take you through the challenging internal work of clarifying your sense of "who you are" as a leader - your personal vision, purpose, core values, key commitments, main strengths, and desired impact on others.

*Recommended for all employees.

Date:  Tuesday, February 08  
Time:  8:30am – 4:30  
Location:  1020 E Wendover, Room 009

Title: Empowered Problem Solving and Decision Making I

Description: Most of the research on "problem solving" shows that if we're "trying to solve a problem," we're already behind the 8 ball. This daylong, practice-oriented course focuses on sharpening the component skills of decision making and problem solving within a context of clearly empowering ourselves to know and create the results that we are committed to.

*Recommended for all employees; and target most SPA Contributing and Journey jobs.

Date:  Tuesday, January 25  
Time:  8:30 – 4:30  
Location:  1020 E Wendover, Room 009

Title: Project Management/Managing Projects Successfully

Description: Designed to improve proficiency in planning, scheduling, budgeting, and controlling projects, this course distinguishes itself from other project management curriculums by addressing project management realities often overlooked: The critical skills of leadership, communication, and team-building. This multidisciplinary approach to managing projects provides a breadth of knowledge and skill that helps participants become efficient and effective project managers. At the end of the session participants will be able to define the characteristics of a successful project and describe the phases of a project life cycle; recognize and manage the challenges of managing in a functional organization structure versus the project management matrix organization; employ specific techniques to execute each major phase of a project including determining project requirements, planning tools, and project control and evaluation methods; and apply effective leadership behaviors in the project team environment to enhance communication, motivation and trust.
*Recommended for all employees that manage small to medium size projects.

Date: Wednesday and Thursday, May 18 - 19  
Time: 8:30am – 4:30pm (both days)  
Location: 1020 E Wendover, Room 007

**Title: Written Communication Skills**

Description: The ability to write clearly and effectively is a critical professional skill. Element K, the University’s online training system, provides classes to assist participants in planning, organizing, and structuring their written documents and emails, to achieve superior communication results. Through the practical application of writing and editing, participants will learn to draft communications that are reader-oriented, clear, and effective. Below are a few of the many courses that are available:

- Grammar Essentials: Identifying Prepositions, Conjunctions, Interjections, and Grammar Rules
- Grammar Essentials: Identifying Correct Punctuation, Sentence Fragments, Run-ons, and Comma Splices
- Grammar Essentials: Editing Effectively and Avoiding Hypercorrections
- Effective Business Writing (Includes Simulation)
- Advanced Business Writing Part 1 (Includes Simulation)
- Persuasive Business Writing (Includes Simulation)
- Writing Effective Emails (Includes Simulation)

*Recommended for all employees. For a complete listing of all Element K courses, including registration information, please refer to: [www.ncat.edu/~atrain](http://www.ncat.edu/~atrain)*
Title: Retirement System Planning

This class will provide participants with helpful information about the Teachers’ and State Employees’ Retirement System (TSERS). The class content will include information about the plan, description of the pension provisions, definition of the various eligibility requirements, description of how to calculate your monthly retirement income, death benefits to beneficiaries, information on how to apply for retirement when eligible, and if and how to coordinate your retirement benefit with state reemployment. The seminar will begin with a presentation of information and then conclude with a question and answer session.

*Recommended for new employees who are unfamiliar with the A&T retirement plan and those within five years of retirement.

Date: Tuesday, June 7
Time: 10:00am – 12:00pm
Location: 1020 E Wendover, Room 009

Computer Essentials

There a multitude of Computer Essential courses offered to the campus community. Below are examples of courses that may be offered within a 12-month cycle. For a complete listing of all Computer Essentials courses, including updated schedules, please refer to:
http://www.ncat.edu/~atrain/

*Recommended for all employees. Level I classes target most SPA Contributing jobs. Level II classes target most SPA Journey and Advanced jobs.

Title: Access I

Description: Access I will provide participants with the fundamentals necessary to navigate and utilize Access along with terminology specific to software. Participants will be taught basics database design, create and work with tables, create and utilize queries, form and report design.
Title: Access II

Description: Access II expand on skills taught in Access I. Participants will learn to customize tables, create custom queries, create relationships, relationship types, customizing forms and reports and using databases on the internet.

Title: Excel I

Description: Excel I will provide participants with the fundamentals necessary to navigate and utilize Excel along with terminology specific to software. Participants will be taught how to edit and format worksheets, format cells and change printing options.

Title: Excel II

Description: Excel II will expand on skills taught in Excel II. This course will teach participants how to organize and manage worksheets within an excel file, creating and modifying charts, sorting and filtering data, perform basic calculations, utilize financial and logical functions.

Title: PowerPoint I

Description: PowerPoint I will provide participants with the fundamental skills necessary to develop and run PowerPoint presentations. Participants will learn how to create, navigate, edit and format presentations, use design templates, print presentation in various formats, and edit and modify text. Participants will learn how to use and apply design templates, select and use color schemes, and change background colors.

Title: PowerPoint II

Description: PowerPoint II will expand on skills taught in PowerPoint I. Participants will learn how to use and edit drawing objects, add graphics, produce slide shows, and to insert sounds and movies. Learn how to work with slide masters, create templates, work with tables, clipart and word art. Learn to deliver and control presentations using animation and timings as well as creating other interactive presentations working with hyperlinks and multimedia.

Title: Publisher

Description: In this course, you will look at how to create a publication from scratch or use one of the hundreds of business and personal designs available in Publisher. This course was designed for persons with a basic understanding of Microsoft Windows and Microsoft Word who need to learn how to use Microsoft® Publisher 2007 to create, layout, and edit publications.
Title: Word I

Description: Word I will provide participants with the fundamental skills necessary to utilize basic functions within Microsoft Word. Participants will learn how to use menus, edit, create and save documents, format text, change document layout, apply headers and footers.

Title: Word II

Description: Word II will expand on skills taught in Word I. Participants will learn how to utilize auto formatting features, use editing tools and navigation functions, insert and position pictures, graphics and SmartArt, use columns and work with tables.

Supervisory Courses

For the first time, the Division of Human Resources is offering supervisory courses in the CLOE catalog. These courses are designed for anyone in a supervisory position.

Title: Equal Employment Opportunity Institute (EEOI)

Description: Mandated by state law for all University supervisors to attend, this course is designed with the latest information needed to help managers and supervisors understand federal and state equal employment opportunity/affirmative action laws in the context of daily work situations). The course design will also provide managers/supervisors with applicable information to help them work more effectively with a diverse workforce. Topics include:

- Current, in-depth reviews of EEO and AA federal and state laws, regulations and court cases;
- Explanation of EEO/AA employer obligations;
- Discussion of the impact of EEO laws on policies, procedures and day-to-day operations;
- Developing awareness on issues of valuing and managing diversity and building cultural competencies;
- Discussion of diversity and its relationship to EEO/AA; and
- Building an inclusive work environment that supports diversity and fosters productivity.

Date: Wednesday and Thursday, April 13-14
Title: Performance Management Basics

Description: A leader has no greater responsibility than to ensure that every employee receives a fair, timely, and equitable performance assessment. Understanding and committing to performance expectations is critical to achieving high levels of productivity. When used effectively, A&T’s performance management system will motivate employees to succeed resulting in alignment of individual performance with departmental and university goal achievement. This class will focus on learning how to use the system to enhance individual and organizational performance. Topics Include:

- Review A&T’s SPA performance management system
- Write clear and measurable job expectations
- Identify multiple sources for collecting objective performance data
- Discuss fair and equitable assessment
- Identify developmental activities that will drive performance

Session 1
Date: Wednesday, May 11
Time: 8:30am – 12:00pm
Location: 1020 E Wendover, Room 009

Session 2
Date: Tuesday, May 17
Time: 8:30am – 12:00pm
Location: 1020 E Wendover, Room 009

Online Courses

NC A&T Sponsored Courses

The Division of Human Resources and DoIT are combining efforts to offer online training resources to employees of North Carolina A&T. Element K is an internet based service provider that delivers training right to your desktop, offering course for faculty and staff that are convenient, simple to access, and easy to use. Below are examples of courses that may be
offered. For a complete listing of all Element K courses, including registration information, please refer to:

http://www.ncat.edu/~atrain/services.htm#aggietrain

Title: Public Presentations 1: Deciding to Speak

Description: In this course, the participant will discover audience information sources and identify speech purposes. The Proactive Approach will be examined as well as analyzing your speech commitment.

Title: Adobe Atmosphere: Basic Skills

Description: In this course, you'll explore the basics of using the Adobe Browser, Adobe Builder, and Adobe Community Server to create well-designed, interactive 3D worlds. You will examine how to build, modify, view, and administer a web-based 3D environment.

Title: Developing and Leading an Effective Team

Description: In this course, you will learn the practical skills you need to be an effective leader in your organization.

Title: Managing Information Correctly

Description: In this course, you will practice skills and apply principles for managing information so that you can quickly find the information you need and use it with ease.

North Carolina Office of State Personnel Sponsored Courses

North Carolina Office of State Personnel offers state employees the ability to access training anytime, anywhere, most of it at no cost to the agency. Below are examples of courses that are offered online. For a complete listing of opportunities, please refer to:

http://www.nctraining.ncgov.com/

Title: Juggling 101: Managing Multiple Projects and Priorities

Description: "Time management" is an oxymoron. You can't change it, or lengthen it, or shorten it, or 'manage' it. This session will help you identify ways to deal with the things you can manage: yourself, others, and the tasks with which you're confronted.

Title: Where’s The Power? What’s Your Point?
Description: Tired of seeing PowerPoint shows that have neither power nor a point? This session provides strategies for developing memorable slides with punch, not just pretty slides peppered with bullets. Join us as we look at ways to hook our learners, generate discussion, highlight critical information, and create learning points that will stick.

Title: Collaboration on a Shoestring: Blogs, Wikis, Facebook, and Twitter for Trainers

Description: Explore the use of free technologies like blogs, wikis, and online groups to help build communication, increase participation, and enhance transfer of training to the job. We'll both define and demystify each tool. You will get ideas for applying low-cost collaboration strategies to your own training programs.

Additional Campus Opportunities


The Academy for Teaching and Learning (ATL) is a campus-wide resource for faculty members, departments, and schools/colleges at North Carolina A&T State University interested in promoting teaching excellence, improving student learning outcomes, and encouraging ongoing professional development and scholarly engagement.


Through various delivery modes, the North Carolina A&T Cooperative Extension Program provides research-based educational programs and information regarding critical issues to individuals, families and communities. Cooperative Extension's educational programs and outreaches also emphasize improving the quality of life for individuals and families without the financial resources and educational backgrounds mainstream America enjoys. Sample courses available to the staff and faculty include, but are not limited to:
Title: Generations M.E.E.T.

Description: This workshop is designed to help participants learn about generational differences in real-world situations. Every organization is experiencing a new set of workplace dynamics based on the phenomenon of four generations working together. Participants in this workshop will be better able to identify defining characteristics of the four generations in the workplace, recognize issues and situations that may be influenced by generational differences, apply practical tips for working successfully in a multigenerational workplace and use the M.E.E.T. (M-make time to discuss E-explore differences E-encourage respect T-take responsibility) approach to communicate effectively and build a respect-filled workplace. The steps that will be provided will allow participants to minimize the negative impact of generational differences and maximize opportunities for individual, team and organizational success.

Title: Everyday Ethics – Good People, Bad Choices

Description: Almost every day, we hear of an organization being accused of ethical misconduct. Nearly all of these organizations had a code of ethics, detailed policies and specific procedures. But it’s not the organization that behaved unethically; it was the individuals for one reason or another. Individuals make ethical choices, not organizations. Yet, in most cases, we are not talking about bad people. It’s usually good people that make bad choices. This workshop is designed for all the good people!

Multicultural Student Center

The Multicultural Student Center is an integral part of the University and the Division of Student Affairs. Located in 213 of Murphy Hall, the Office provides programs and services that support the academic mission of the University by enhancing the educational, personal, cultural and social development of our diverse student population. The Multicultural Student Center seeks to create an awareness of and appreciation for ethnic and cultural diversity by promoting culturally diverse activities. Programs and services are offered to staff and faculty to address specific needs to ensure that each student in the A&T community receives the best education possible. The training below is an example of one of the courses that is offered. For a complete and updated schedule please contact the Multicultural Student Center at: 334-7801.

Title: Safe Zone

Description: The Safe Zone Program affirms the richness of our diversity and trains faculty, staff and student leaders to be part of creating a welcoming and supportive campus for all members of the Aggie community. Specifically, the goal of the Safe Zone program is to address the needs
of the Gay, Lesbian, Bisexual and Transgendered (GLBT) community. This training is offered in two parts, Safe Zones I and Safe Zones II. For a detailed description of each training class, please contact the department directly.

Other Local Educational Opportunities

Universities and Colleges

Bennett College
Elon College
Greensboro College
Guilford College
High Point University
University of North Carolina at Greensboro

www.bennett.edu
www.elon.edu
www.greensborocollege.edu
www.guilford.edu
www.highpoint.edu
www.uncg.edu

Community Colleges

Alamance Community College
Guilford Technical Community College
Forsyth Technical Community College

www.alamancecc.edu
www.gtcc.edu
www.forsyhtech.edu

Office of State Personnel Development Opportunities

The Human Resource Group in the Office of State Personnel offers training sessions for state employees throughout the year. These courses are targeted to public sector managers, supervisors, administrative support specialists, Human Resources professionals and employees who want to increase their knowledge and improve their skills to be more productive and effective. For more information, see:

http://www.osp.state.nc.us/ExternalHome/HRD/training_menu.htm

Enrichment Learning Opportunities
Financial Support for Education

Tuition Waiver Program

http://businessfinance.ncat.edu/Comptroller/Faculty-and-Staff-Tuition-Waiver-Program.html

The purpose of the Tuition Waiver Program is to provide an opportunity for an eligible employee to have the tuition and fees waived for a course taken at any of the constituent institutions of The University of North Carolina system. Participation is voluntary and courses may be taken for career development or for personal interest. All permanent employees who are regularly scheduled to work at least 30 hours each week are eligible to participate in the Tuition Waiver Program. For more information please contact The Division of Academic Affairs at 334-7965.

The following are resources on financial aid programs for study at NCA&T or at other institutions.

Student Financial Aid
FAFSA (Free Application for Federal Student Aid)
College Foundation of North Carolina
The College Board

http://www.ncat.edu/~finaid/
http://www.fafsa.ed.gov/
http://www.cfnc.org/index.jsp
http://www.collegeboard.com/
Registration and Cancellation

Registration and Cancellation Information

Unless otherwise noted, register for classes online at http://www.ncat.edu/training/classes.php using your email address and password. You will be notified electronically of registration status. Registration for most classes will close two business days before the course begins. If you do not have computer access or have questions about attending classes, please contact your immediate supervisor for assistance.

If you cannot attend a class you have registered for, please cancel your enrollment immediately, in order that the next person on the waitlist can fill the vacated seat. Under circumstances other than emergencies and adverse weather, participants should cancel at least 48 hours in advance.

Class Cancellation Policy

Human Resources will announce any cancellations due to adverse weather by 8:00 a.m. on our voicemail. For all other cancellations, we will notify participants as soon as possible.
Contact Us

Nicole Sharpless, MS  
Professional Development Training Specialist  
Center for Leadership & Organizational Excellence  
nlsharpl@ncat.edu  
336-334-7862