



2018

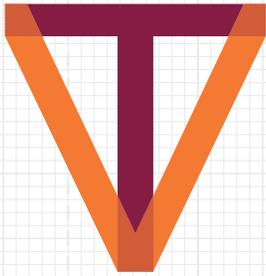
Fall

# Professional Development Schedule

Claim your role with these professional development opportunities



HUMAN RESOURCES  
VIRGINIA TECH.



**VT-shaped** people prioritize purpose-driven engagement with a combination of disciplinary depth and interdisciplinary capacities.

## ■ DEVELOPING VT-SHAPED EMPLOYEES

The Division of Human Resources enables individuals and teams throughout the university to perform at peak effectiveness. The department oversees the design and delivery of professional and organizational development programs that are available to all employees. The programs support the development of VT-shaped employees and provide the tools and skills that are the foundation of purpose-driven engagement.

### ■ Learn More

Information on workshops, consulting services, and training opportunities is available by searching employee professional development on [vt.edu](https://vt.edu).

### ■ Register Now

Register for workshops at [training.vt.edu](https://training.vt.edu).



# Development

## ■ Professional

Each year the **Professional Development** team facilitates workshops and seminars to help employees build upon existing knowledge, learn new skills, and develop core workplace competencies. Human Resources offers a comprehensive variety of ongoing professional development workshops, desktop software training classes, and cohort-based learning experiences designed to provide Virginia Tech employees with highly engaging opportunities to enhance core workplace skills and strengthen operational knowledge.

## ■ Organizational

The **Organizational Development** team provides professional resources to help maximize effectiveness, productivity, and employee engagement in the workplace. If you could use support and expertise to help your team or department more effectively navigate challenges and make the most of the opportunities before you, search organizational development on vt.edu for more information on available consulting services or contact us to provide customized training for your department.

> What can we help *you develop?*



**70%** of all change fails because of people issues. *Is your department ready?*

**4 in 10** people cannot work cooperatively. *Are they all in your office?*

**98%** report experiencing uncivil behavior. *Is it happening on your team?*

*Our professional development classes address these and other common workplace topics.*

# Workshops

## ■ Leadership Skills

Professional development opportunities recommended for employees in senior level academic or administrative roles; for those charged with formulating strategic goals and inspiring others to meet organizational aims.

## ■ Managerial or Supervisory Skills

Professional development opportunities recommended for employees in roles involving the direct management, supervision, or oversight of other employees; for those charged with operational management, goal setting, coaching, and/or performance management responsibilities.

## ■ Skills as a Professional or Individual Contributor

Professional development opportunities recommended for any employee who contributes to the university's success through individual expertise and team or project participation, but may not have direct reports.

## ■ Skills In Administrative Support

Professional development opportunities recommended for any employee whose primary responsibilities support the work of others.

## ■ Overall Effectiveness (General)

Professional development opportunities recommended for employees at any level who want to develop their general effectiveness as VT-shaped employees.

## ■ Office Software Skills

Offerings include basic, intermediate, and advanced courses in Microsoft Access, Excel, OneNote, Outlook, PowerPoint, Project, and Word, along with Adobe Photoshop.



**Certificate programs** are the perfect way to thoroughly explore the depth and breadth of a particular subject area. Employees are encouraged to discuss specific career development interests with their supervisor prior to enrolling in a certificate program.

Core requirements and elective courses for the Professional Development certificate programs are indicated below on the course calendar.

SEPTEMBER

SEPTEMBER		Leadership Skills	Managerial or Supervisory Skills	Professional or Individual Contributor Skills	Administrative Support Skills
Sept. 13	<p><b>Time Management</b> † PD Elective</p> <p>It is important to have a good set of strategies and approaches to manage workloads with effectiveness and efficiency. This workshop focuses on providing best practices for analyzing and planning work in order to optimize overall effectiveness.</p>	X	X	X	X
Sept. 18	<p><b>Setting and Achieving Goals</b> PD Elective</p> <p>Setting and achieving goals can increase confidence, improve self-esteem, and bring a greater sense of satisfaction. Participants will learn how to set specific, achievable goals.</p>	X	X		
Sept. 19	<p><b>Transformational Leadership</b> Leadership Excellence Core</p> <p>Transformational Leadership is an approach that capitalizes on the unique strengths, values, and aspirations that people bring to their workplace by leading in a way that transforms individuals and organizations.</p>	X	X	X	
Sept. 21	<p><b>Effective Meetings</b> PD Elective</p> <p>Planning and executing productive meetings is an essential skill for every employee to master. Learn the keys to ensuring that meetings are well-organized and effective.</p>		X	X	
Sept. 25	<p><b>Managing Conflict</b> PD Elective</p> <p>Participants will learn communication skills to address conflict and will have the opportunity to participate in role playing to practice those skills.</p>	X	X	X	

calendar key

† Overall Effectiveness (General)

**Customer Service Core** Customer Service Excellence Certificate Core Requirement

**Supervisory Excellence Core** Supervisory Excellence Certificate Core Requirement

**Leadership Excellence Core** Leadership Excellence Certificate Core Requirement

**PD Elective** Any Professional Development Certificate Elective

SEPTEMBER continued

		Leadership Skills	Managerial or Supervisory Skills	Professional or Individual Contributor Skills	Administrative Support Skills
Sept. 27	<b>Dimensions of Management for Successful Leaders</b> <span style="float: right;">Supervisory Excellence Core</span> This workshop focuses on development of leadership and management best practices that will enable participants to improve performance of employees and teams.		X		

OCTOBER

Oct. 2	<b>Leading Change</b> <span style="float: right;">PD Elective</span> Change is inevitable. While we may not have any control over external change, we have complete control over how we react and respond to change. Learn methods for successfully managing personal transitions.	X	X	X	
Oct. 4	<b>Emotional Intelligence</b> <span style="float: right;">Leadership Excellence Core</span> Explore why emotional intelligence is so important in the workplace and how it operates to promote success. Identify tools and strategies to improve emotional intelligence.	X	X	X	
Oct. 11	<b>Fundamentals of Customer Service</b> <span style="float: right;">Customer Service Core</span> This hands on, high energy workshop offers skills, tools, and practical applications for working effectively with internal and external customers.				X
Oct. 17	<b>Coaching to Redirect</b> <span style="float: right;">PD Elective</span> Develop the skills needed to coach others as they work to meet job expectations and goals.	X	X		
Oct. 18	<b>Management Skills for New Supervisors</b> <span style="float: right;">Supervisory Excellence Core</span> Gain a greater understanding of both the supervisory role and the expectations of others, while practicing and developing critical team assessment, communication, and coaching skills.		X		
Oct. 23	<b>Time Management</b> <sup>+</sup> <span style="float: right;">PD Elective</span> It is important to have a good set of strategies and approaches to manage workloads with effectiveness and efficiency. This workshop focuses on providing best practices for analyzing and planning work in order to optimize overall effectiveness.	X	X	X	X

**OCTOBER** continued

		Leadership Skills	Managerial or Supervisory Skills	Professional or Individual Contributor Skills	Administrative Support Skills
Oct. 25	<b>KAI Workshop</b> <span style="float: right;">PD Elective</span>				
	Differences in the way we are creative, solve problems, and ultimately make decisions are related to distinctive patterns of behavior. This workshop uses the Kirton Adaptation-Innovation Inventory (KAI) to help participants identify their unique cognitive (“thinking”) style and learn how to use this insight to more effectively facilitate collaboration among their team members and leverage creativity and diversity of thought.	X	X	X	
Oct. 31	<b>Effective Meetings</b> <span style="float: right;">PD Elective</span>				
	Planning and executing productive meetings is an essential skill for every employee to master. Learn the keys to ensuring that meetings are well-organized and effective.		X	X	

**NOVEMBER**

Nov. 6	<b>Turning Performance Problems Around</b> <span style="float: right;">PD Elective</span>				
	Learn how to take appropriate steps to correct problem performance, while treating employees with dignity and respect	X	X		
Nov. 14	<b>Leading Across Generations</b> <span style="float: right;">PD Elective</span>				
	Today there are four generations in the workplace and each views world and workplace somewhat differently depending upon when they grew up and what the major events were at that time. This workshop module is designed to increase your understanding of the differences between the generations and help you appreciate and respect the contributions each generation makes.	X	X	X	
Nov. 15	<b>Listening Skills</b> <span style="float: right;">Customer Service Core</span>				
	Although hearing is automatic, listening is a skill, without which we cannot succeed in business. This workshop focuses on both the basics and complexities of listening			X	X
Nov. 27	<b>Managing Conflict</b> <span style="float: right;">PD Elective</span>				
	Participants will learn communication skills to address conflict and will have the opportunity to participate in role playing to practice those skills.	X	X	X	

**NOVEMBER** continued

		Leadership Skills	Managerial or Supervisory Skills	Professional or Individual Contributor Skills	Administrative Support Skills
Nov. 29	<b>Meeting Change with Resilience</b> PD Elective				
	The workplace has experienced dramatic change in recent years. Improvements in technology continue to drive the speed at which we communicate, make decisions, and ultimately focus our attention. This workshop introduces a model for proactively dealing with change in the face of an ever-changing world.	X	X	X	

**DECEMBER**

Dec. 4	<b>Situational Leadership</b> PD Elective				
	Designed for leaders at every level this workshop introduces participants to a highly flexible leadership tool designed to help leaders identify specific task and/or relationship needs to effectively achieve organizational goals	X	X		
Dec. 5	<b>Personality and Effective Communications</b> PD Elective				
	Using the Myers-Briggs Type Indicator (MBTI), participants will learn how personality influences communication styles and the perspectives of others.	X	X	X	
Dec. 7	<b>Time Management</b> <sup>+</sup> PD Elective				
	It is important to have a good set of strategies and approaches to manage workloads with effectiveness and efficiency. This workshop focuses on providing best practices for analyzing and planning work in order to optimize overall effectiveness.	X	X	X	X
Dec. 13	<b>Appraising Performance</b> PD Elective				
	Discover how to conduct well-planned performance appraisals that result in performance improvement and employee commitment.	X	X		

# Office Software Skills

Improve your skills in a variety of computer desktop applications by taking classroom-based training offered by Human Resources or online training through [lynda.com](http://lynda.com).

You may also earn several different Office Software Skills certificates by completing the following requirements:

## Office Software Skills Certificate (PC)

- **Classroom-based** - Complete six full days of classroom-based training, including at least two levels of training in each of two different desktop applications.
- **Online** - Complete eight pre-approved modules, including at least two levels of training in each of two different desktop applications.\*
- **Blended learning\*\*** - Any combination of eight classroom-based and/or pre-approved modules, including at least two levels of training in each of two different desktop applications.\*

## Office Software Skills Certificate (Mac)

- **Online only** - Complete any eight of the pre-approved modules.\*

## Office Software Excellence Certificate (PC)

- **Online only** - A software program excellence certificate can be earned by completing all designated software playlist levels associated with a specific desktop software title on [lynda.vt.edu](http://lynda.vt.edu).

**Note:** [lynda.com](http://lynda.com) training titles and playlist offerings are subject change without notice.

\* Search office software skills on [vt.edu](http://vt.edu) for more information on pre-approved modules.

\*\* To receive credit for modules completed online, employees will need to provide University Organizational and Professional Development with each respective [lynda.com](http://lynda.com) module's certificate of completion.

## Office Software Classroom Training

SEPTEMBER	
Sept. 13	MS Office 2016 - Excel Intro
Sept. 19	MS Office 2016 - One Note Intro
Sept. 20	MS Office 2016 - Word Intermediate
Sept. 25	MS Office 2016 - Access Intro
OCTOBER	
Oct. 3	MS Office 2016 - Excel Intermediate
Oct. 10	MS Office 2016 - Access Intermediate
Oct. 17	MS Office 2016 - PowerPoint Advanced
Oct. 23	MS Office 2016 - Excel Advanced
Oct. 30	MS Office 2016 - Word Intermediate
NOVEMBER	
Nov. 1	MS Office 2016 - Excel Intro
Nov. 8	MS Office 2016 - Access Advanced
Nov. 15	MS Office 2016 - One Note Intro
Nov. 29	MS Office 2016 Excel Intermediate
DECEMBER	
Dec. 4	MS Office 2016 - Access Intro
Dec. 13	MS Office 2016 - Excel Advanced

# Certificate Tracking Log

Use the table below to begin tracking your professional development training accomplishments. Remember to check your Coursewhere transcripts at [training.vt.edu](https://training.vt.edu) for a list of previously completed workshops.

Requirements	Customer Services Excellence* (2 core + 3 electives)	Supervisory Excellence* (2 core + 4 electives)	Leadership Excellence* (2 core + 6 electives)
Core #1	Fundamentals of Customer Service	Dimensions of Management for Successful Leaders	Transformational Leadership
Core #2	Listening Skills	Management Skills for New Supervisors	Emotional Intelligence
Elective #1			
Elective #2			
Elective #3			
Elective #4	N/A		
Elective #5	N/A	N/A	
Elective #6	N/A	N/A	

\* One Professional Development elective equals one full-day workshop or two half-day workshops.

# 2018 Fall Professional Development Schedule

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