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Training Enrollment

Class schedules are available via the UC Learning Center at: http://lms.ucla.edu

Registering for a Course

1. After finding a course in the catalog, click Register.

The next page displays the course date(s). All sessions that are required will be pre-selected; otherwise you may have the option to select sessions.
If the course has a fee, you will see it displayed as the “List Price.”

2. **Click Submit.**
   - If the course has no fee, you will see a confirmation message at the top of the screen and the registration process is complete. To return to the homepage, click the Learn tab.
   - If the course has a fee, you must take a few additional steps to complete your registration, as described in the next sections.

**Note:** Explorer 10 users who access the UC Learning Center (LMS) to enroll in training may encounter an error where a page does not load correctly. The page may display a "loading" message or the page may partially load with some sections such as the catalog missing.

This error is due to an incompatibility between the LMS and Internet Explorer 10. In order to display the page correctly, users should click the "Compatibility View" icon which looks like a torn page in the browser address bar. The page will then reload correctly. If you do not have the torn page, please go to **tools**, you will see “compatibility view settings” click on Add and close.
With our most recent compliance training rollout we have seen a significant increase in the use of Google Chrome. Below is a common error Google Chrome users have been experiencing:

This error is caused by an incompatibility issue with Chrome’s latest update, Chrome 33. Please switch to a supported browser if you are seeing this error.

Here are the internet browsers currently supported by the LMS:

- Internet Explorer 6 - 9
- Firefox 3-15
- Safari 4-6
- Chrome 19-21

If further assistance is needed, please contact training@chr.ucla.edu.

**Paying a Course Fee**

There are two ways to pay for a class that has a fee – by check or by FAU.

**To pay by check:**

1. Select **Pay By: Check** and then click **Pay Now**.

2. You will see a confirmation message at the top of the screen when the registration process is complete. To return to the homepage, click the Learn tab.

3. Bring a check made payable to “UC Regents” on the first day of the class.
To pay with an FAU:
Select Pay By: FAU and then click Pay Now.

1. In the pop-up window, enter a valid FAU, and then click Submit.

   Enter the FAU and click Submit.

   This FAU will be charged upon completion of training or in accordance with the location cancellation policy.

2. You will see a confirmation message at the top of the screen and the registration process is complete. To return to the homepage, click the Learn tab.
Registration Confirmation
If your email address is available in the UC Learning Center, you will also receive a registration confirmation via email.

Microsoft Outlook Users: Attached to registration confirmations is a Calendar Invite. If you use Microsoft Outlook, you may open and accept the invite to automatically add the class into your calendar.

Please note: If the course details change in the UC Learning Center, your Outlook appointment will not automatically be updated. Likewise, if you wish to cancel your registration, you must do so through the UC Learning Center.

Waiting List or Pending Approval
If the maximum enrollment for a course has already been reached, or if the course requires registration approval, you will see a warning when you try to register.

To continue:

1. Click Submit.
2. If the course has a fee, you will need to enter payment information (see steps above). However, the fee will only be charged if you have been added to the roster by the time the course begins.
3. You will receive an email when your registration request is approved or rejected, or if you have been moved from the waitlist to the roster.
Please note: if you are no longer available to attend a class, you must remove yourself from the waiting or approval pending list. See: Canceling a Waitlisted or Pending Approval Registration.

Registering Others
Users who need to register other employees in training should review the Help Guide Supplement for Managers and Enrollers available on the campus portal.
ACADEMIC POLICY AND PRACTICES

Academic Personnel

Academic Personnel Certificate Program

This Certificate Program provides employees with a comprehensive working knowledge of the Academic Personnel process at UCLA. Courses cover a variety of critical areas, such as the Faculty Review process; exceptions to policy and Chancellor approvals; affirmative action, and recruitment and searches. Special emphasis is placed on processing academic actions related to specific series and using academic support materials, such as manuals, guides and other resources.

The Program is open to employees who are responsible for disseminating academic personnel-related information or who prepare or approve academic actions. In addition, employees who wish to gain an understanding of the Academic Personnel process or who will act as backup to primary processors in their department are encouraged to attend.

Requirements: The Certificate Program in Academic Personnel consists of the following five required core courses and a minimum of one of the elective courses.

Certificates: An overall Certificate in Academic Personnel Policies and Procedures is awarded upon completion of the five core courses and any one elective course. Upon completion of all required courses, contact the Academic Personnel Office at ext. 6-8004 to request a certificate. It is recommended that all of the courses leading toward a certificate in Academic Personnel be taken within a two-year period.

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<td>• Course D: Bargaining Unit Titles, Lecturers and Demonstration Teachers</td>
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Academic Personnel Course 1: Overview of the Faculty Review Process

Provides a comprehensive overview of the Faculty Review process, from initiation of actions at the department level through final approval at the Vice Chancellor level. Instruction covers: how the dossier travels through the system and typical time frames; role of the Academic Personnel Office (APO) and the Council on Academic Personnel (CAP); interaction of APO, CAP and the Academic Vice Chancellor; crucial elements of the dossier; assignment of review committees and their role; finalizing approved actions; and confidentiality and access to records.

Academic Personnel Course 2: Processing Actions for the Assistant Professor Series

Covers the basic policy and procedures for the ladder rank Assistant Professor only. Topics include: appraisals; joint appointments; service limitations; Eight-year Limit Review which will include the differences in reconsideration, rebuttal and resubmission.

Prerequisite: Completion of Course 1

Academic Personnel Course 3: Processing Actions for the Associate and Full Professor Series

Basic policy and procedures for the ladder rank Associate Professor and Full Professor are covered, including: intercampus appointments; joint appointments; mandatory Five-Year Reviews; Merit Increases; use of Associate IV & V; Step VI *promotions; *Sabbatical Leaves Policy and Other Leaves.

Prerequisite: Completion of Course 2

Academic Personnel Course 4: Processing Actions Requiring Chancellor Approval and Preparing Other Exceptions to Policy

For those responsible for processing Academic Actions and need to have a better understanding of interpreting academic policies and procedures that require an approval of exception to University-wide policy, as well as local policy. Covers delegation of approval authority from the Regents and the Office of the President to the Chancellor and/or Vice Chancellor. Supplementary delegation of approval authority to Deans of Schools and Colleges will also be discussed. Exceptions covered include: Emeritus conferrals; recall policy; near-relative; off-scale; sabbatical deferrals and leaves; retroactivity.

Prerequisite: Completion of Course 3

Academic Personnel Course 5: Recruitment and Retention for Academic Personnel

This workshop presents an overview of the Recruitment and Retention process and other related areas that pertain to the Academic appointments at UCLA. This course will cover the following:

- Defining a search plan
- Department and school guidelines for advertising faculty positions
- Recruitment tools available

Prerequisite: Completion of Course 4
Academic Personnel Course A: Using the Academic Personnel Manual and the CALL

For those who are responsible for processing Academic Actions and need to have a better understanding of interpreting academic policies and procedures using the APM and The CALL. Covers policies and procedures instituted by the Office of the President, as well as changes to local policies. The CALL is now designed in a user-friendly format. Includes procedures for processing titles such as Academic Coordinator, Academic Administrators and Specialist titles.

Prerequisite: None.

Academic Personnel Course C: Clinical Comp, Clinical X, and In Residence Personnel Actions For Medical School

Provides an overview of processing personnel actions for academic positions in the School of Medicine. Titles such as In-Residence, Clinical X, Adjunct, and Clinical (Compensated) are included in the discussion. Topics covered are: appointment criteria; service limitations; funding considerations; affiliated institutions; and Compensation Plan overview.

Prerequisite: Completion of Course 1, 2, or 3, or equivalent work experience.

For more information on class content and schedule, please contact School of Medicine, Dean’s Office, at 794-2707.

Academic Personnel Course D: Bargaining Unit Titles – Lecturers and Demonstration Teachers

Provides an overview of the interpretation of the Memorandum of Understanding (MOU) which governs Non-Senate Instructional – Unit 18 academics, such as Lecturers, Demonstration Teachers, Field Work Consultants, etc. For anyone who processes actions in a General Campus and Health Science School or Department. Topics include: appointments and reappointments; counting quarters for service; pre six year appointments; continuing appointments; layoff and reduction in % of time; grievances; workload issues

Prerequisite: None.
**BUSINESS AND OPERATIONS**

**Business Systems**

**BruinBuy PAC Preparer**

Designed for staff responsible for creating and approving BruinBuy requisitions. BruinBuy requisitions may include multiple supplier catalogs, department orders, reimbursements and check requests. Reviewers may enroll in the BruinBuy PAC Preparer class in lieu of the Reviewer class to receive full training in the BruinBuy system. Topics include: overview of the BruinBuy system and PAC web interface; detail responsibility within the BruinBuy Process; principles of UCLA Financial Policies; review of system security and accountability; multiple vendor catalog processing; multiple line special request processing; reimbursements and check requests; overview of BruinBuy requisitions; transaction processing and information inquiry responsibilities.

Includes hands-on computer work.

**BruinBuy PAC Reviewer**

Designed for staff responsible for reviewing BruinBuy requisitions. Covers: overview of the BruinBuy system and PAC web interface; principles of UCLA Financial Policies; detail responsibilities of BruinBuy requisitioners and reviewers; review of system security and accountability; and an overview of BruinBuy requisitions, transaction processing and information inquiry responsibilities.

Participants must have an AIS Logon ID and active password prior to attending training.

**BruinBuy PAC Update Workshop**

For current BruinBuy Preparers and Reviewers who require a refresher course in any aspect of BruinBuy training. Covers the latest enhancements and any new procedures associated with the BruinBuy System. Attendees may receive assistance in the following areas: setting up and/or updating Profiles, Ship to Addresses, User Defaults; BruinBuy issue associated with vendor suppliers, supplier catalogs, purchase requisitions, orders, multiple line special requests, reimbursements, faxing special requests, ProCard, invoices, check request and more.

Participants must be active BruinBuy users and must have an active AIS Logon ID and password.

**Express – Travel & Entertainment Reimbursement System**

This course requires attendance in 2 half day sessions and will introduce the Express System which will cover background information, workflow and authorizations, UC policy embedded in Express, signature requirements and system definitions. The participants prepare expense reports in the Express training system and will submit one of them giving them a “real life” perspective. Emphasis is given to UC policy throughout the training as well as tips and hints to help departments minimize errors that can cause delays in reimbursements.
Express Approver Training

Focuses on what the approvers need to look for when reviewing an expense report in the Express system. The discussion includes a high-level perspective of the essentials of reviewing travel and entertainment reimbursements. Tips and helpful hints are discussed to help departments minimize errors that can cause delays. Additional emphasis is placed on expenses that cause audit concerns.

PeopleAdmin – Compensation & Employment Module Course

The Compensation portion of this course teaches participants how to create a job description, update a job description, search the job description library and how to submit a reclassification of a job description.

The Employment portion of the course teaches participants how to begin the recruitment process by creating a requisition for recruitment, assigning a hiring manager to the requisition, changing applicant statuses, and submitting a closing document to fill the requisition. In addition, participants will learn how job applicants apply for jobs via the UCLA Careers Web site.

Project Management

Projects may be small and simple or complex, spanning multiple years. This class provides the information needed to manage a project of any size, including solutions for common problems that often derail a project. Participants will learn to:

- Identify stakeholders in a project
- Create a project plan
- Carry a project through all stages to successful completion
- Manage time, budgets, quality, people and other project resources
- Plan for potential problems

Participants will leave class with a toolkit that includes charts and forms, and a glossary of project management terms.

Purchasing and Accounts Payable Component (PAC) Query Data Base (QDB)

For staff that have QDB access and need beginning level assistance with structuring basic queries from check request, purchase order, reimbursement, invoice, payment and vendor data. Provides hands-on experience in developing queries. Topics include: overview of PAC QDB tables; using the Data Dictionary; developing Queries from the Order Data Tables; developing Queries from the Invoice Data Tables; developing Queries from the Vendor Data Tables; developing Queries from the ProCard and EFT Data Tables. Participants will have an opportunity to practice developing their own queries. Class participants must have access to QDB.
Purchasing Guidelines for Departments

Course is for staff responsible for the purchasing activities of their department. Presents an overview of Purchasing policies and procedures including various types of purchase order classes (P, X, T, etc), Low Value Purchase Order (N-class PO) (LVO), and blanket orders (B-class PO). Also covers change orders, requisitions, sole source justification, conflicts of interest, insurance requirements, supporting documentation, delegation of authority, source selection, system-wide purchasing agreements, rentals and leases, emergency needs, subcontracts, and P-card program awareness.

Travel – Using the Connexxus Portal & Pre-Trip Authorization

Connexxus is a new UC-wide travel program developed as part of the University’s Strategic Sourcing Initiative. The Connexxus Portal gives you access to various online booking tools that feature all of the University’s discounts and contract rates. In addition, the Pre-Trip Authorization program replaces the need to create an LVO for the purchase of airline tickets.

This class will show you how to gain access to these applications and how to use them when booking travel for yourself, other University faculty and staff or guests.

Travel and Entertainment Policy Training

Designed for travelers and arrangers, covers the procedures, policies and requirements for domestic and international travel including: UCLA Travel Center services; travel and entertainment charge card application and usage; UC and IRS policies and regulations for travel and entertainment; expense report requirements; travel resources; use of the Travel Center website; travel by commercial carriers; parking and tolls; lodging, meals and incidental expenses; UCLA discounts and contract rates; miscellaneous travel policies; and links to outside sources.

UCLA Accounting

Designed for staff, supervisors and managers with financial responsibility and access to the university’s financial system. Individuals who initiate accounting transactions and supervisors and managers who review and reconcile financial system ledgers are encouraged to attend. Course covers: basic structure of the Financial System (FS) and its related source systems; fundamental classification of all financial entries – the Full Accounting Unit (FAU); fund accounting concepts used as the basis for most financial activity; overview of on-line applications used to initiate and inquire financial entries in FS; understanding and reconciling the general ledger.

This course is a pre-requisite to other Accounting courses and foundational to the Corporate Financial Services Certification program. It is also an elective (Research Administration Elective H) in the Contract and Grant Administration Certificate Program.
Financial Management

**Financial Management Certificate Program**

Note: As of May 2014, the Financial Management Certificate Program is on hiatus and under review.

**Personnel and Payroll**

**Classifying and Sourcing of Payments to Foreign Individuals**

Overview of various types of payments that can be made to non-U.S. Citizens. Recommended for department administrators who are responsible for making payments to foreign individuals or foreign entities. Topics include: description of various types of payments; appropriate documentation for each payment; appropriate payment venue.

**Employee Database Entry/Update for Preparers and Reviewers**

Series is ONLY open to departmental staff assigned responsibility for processing or reviewing online academic or staff personnel and benefits transactions. This is a MANDATORY series and all class hours must be completed before access to the EDB Entry/Update system is allowed. This series includes: overview of the Personnel/Payroll System, including the interaction among the EDB, PTR, PAR, HDB, and expense distribution systems and processes; introduction to the use of PPS Inquiry systems, including IDDB, IPAY, IDOC, IHDB, IHIS, IVER, and PAN; policies and procedures related to personnel and benefits actions for academic, academic apprentice and staff employees; processing transactions such as hires, benefits enrollment, changes in status, leaves, sabbaticals and separations; timing of transactions and processing schedules; responding to edit messages.
I-9 Processing Procedures

Covers the procedures for completing the U.S. Citizenship & Immigration Services Employment Eligibility Verification (I-9 Form). Combines lecture and hands-on exercises in preparing I-9 Forms. Topics include: review of acceptable documents (Lists A, B, & C); guidelines for obtaining acceptable documents; guidelines for I-9 (R12/97) UC CIS form preparation; review of civil & criminal penalties and offenses; review of immigration and naturalization I-9 rules and regulations; review of payroll procedure for incomplete or incorrect I-9 forms; review of re-verification I-9 process.

Immigration Overview

Course is a prerequisite for the Residency Class and recommended for department administrators responsible for hiring or making payments to foreign individuals or foreign entities. Topics include: immigration terminology; review of basic immigration forms; Visa compliance issues.

Introduction to Personnel/Payroll System (PPS) Inquiry Functions

Open to employees who have AIS Logon IDs and the permission of their department head to view the personnel/payroll records of employees in their department. This hands-on computer class teaches employees to use the Online Inquiry screens and to read PAN notices in the Personnel/Payroll system. Prerequisite: completion of the Overview of the Personnel/Payroll System class or permission of the instructor. Topics include: departmental EDB Inquiry (IDDB); appointment and Distribution data; navigation; Employee Documents (IDOC); PPS Schedule; Payroll Audit Record Inquiry (IPAY); History Databases (IHDB & IHIS); Employment Verification (IVER); PAN Notification; the DACSS/ASAP Audit Log; accountability.

Overview of the Personnel/Payroll System (PPS)

This online class is open to all University employees interested in learning the Personnel/Payroll System and strongly recommended for managers, supervisors and employees who use PPS Inquiry functions. Provides an introduction to PPS and includes an overview of all components of the system and the overall payroll process. Introduces functions in PPS: Employee Database (EDB); Payroll Audit Record (IPAY); History Database (HDB); Payroll Time Reporting (PTR); pay compute; paydays; Personnel/Payroll Query Database; month end processing; yearend processing; system security; PPS reports.

Payroll Time Reporting (PTR) For Preparers and Reviewers

ONLY open to department staff who is assigned responsibility for processing online payroll transactions, or assigned the responsibility for reviewing those transactions. This is a MANDATORY course and all class hours must be completed before access to the PTR system is allowed. Series includes: overview of the Personnel/Payroll System, including the interaction among the EDB, PTR, PAR, HDB, and expense distribution systems and processes; introduction to the use of PPS inquiry systems, including IDDB, IPAY, IDOC, IHDB, IHIS, IVER, and PAN; staff personnel policies related to payroll time reporting; department time collection; processing pay and leave on the Time Input Roster; processing pay and leave adjustment transactions; processing payroll expense transfers.

Note: PPS Overview and PPS Inquiry Functions are included in this series.
Workers’ Compensation Overview

Supervisors and managers overview of the laws and UC policies and procedures as they apply to work-related injuries. Topics include: supervisor/manager responsibilities when an employee is injured on the job; required workers’ compensation forms and deadlines for filing; return to work issues for workers’ compensation employees; Central Offices support (Risk Management, HHR, etc.) contact information.

Workers’ Compensation Policies, Procedures and Processing

Provides departmental EDB/PTR processors a complete overview of the entire Workers’ Compensation Process (from initial injury to transitional back to work).

The Personnel and Benefits section of the class is for departmental employees who process the personnel transactions (EDB) for employees who are designated as on Workers’ Compensation. Topics include: required workers’ compensation forms and deadlines for filing; return to work issues for workers’ compensation employees; Central Offices support (insurance Risk Management, HHR, etc.) contact information; overview of Personnel/Benefits policies as it relates to workers’ compensation; required forms necessary for the EDB preparer; updating the EDB screens for employees on workers’ compensation; Human Resources and Employee Relations issues.

The Payroll Process section offers hands-on procedures on how to calculate and process earnings for an employee designated as on Workers’ Compensation.

Topics include: calculating payments for the 3 Worker’s Compensation Options and the 80% Extended Sick Leave Benefits; Leave Accruals and Usages and Holiday pay for employees on Workers’ Comp; Workers’ Compensation processing payments for Wage Loss individuals (Modified Work Schedules); special process requests.
CAREER AND PROFESSIONAL DEVELOPMENT

Career Management

Career Discovery Series

Do you have career goals but are not clear how to achieve them? Are you searching for concrete feedback on how to navigate your career at UCLA most effectively?

Take the five-module Career Discovery Series to answer these questions and discover how to manage your career at UCLA. Five separate interactive workshops will help you identify and explore professional interests and values, research career options, and develop concrete strategies for building a successful career at the University.

Discovering Your Career Path

In this session, learn considerations that affect your career planning strategies:

- Focus on your ideal work environment
- Complete a professional assessment inventory to discover your strengths
- Understand yourself and others

Fulfilling Your Career Potential

This workshop provides an overview of the career development model and orients you to the career planning process:

- Map out strategies for career success
- Learn the SMART method of goal setting
- Create a professional development plan

Getting Ready! Preparing for a Successful Job Search

There are many different career paths you can take. The key to pilot successfully through the UCLA system is to have effective job search strategies:

- Navigate University resources that can aid in your journey
- Develop practical networking techniques
- Learn effective self-promotion skills
Marketing Your Talents – Successful Interviewing

Prepare to arrive at your career destination with confidence by practicing interviewing skills in class. This workshop covers:

- How to answer any type of question succinctly and confidently
- Elements of an effective interview
- Behavioral interview techniques
- The importance of non-verbal communication

Writing it Right – the Winning Resume

Your resume is the first impression prospective employers have of you. In this workshop, you will discover the fundamentals of writing a successful resume:

- Learn to describe your talents
- Formulate effective accomplishment statements
- Find out which resume style and format is best for you
Professional Development

Administrative Support Certificate

The Administrative Support Certificate is designed to provide comprehensive and practical information for Administrative Assistants and Executive Support Staff. Participants will explore the role of administrative support, build skills that increase effectiveness, and learn how to effectively navigate the University environment.

The Administrative Support Certificate is earned upon completion of all five (5) Core Courses and the participant’s choice of any two (2) Special Topic Electives, for a total of seven (7) courses.

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<td>• Customer Service</td>
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<td>• Office Procedures for Administrative Professionals</td>
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Eligibility: The Administrative Support Certificate is targeted for UCLA Administrative Assistants I through III (or equivalent titles).

Certificate Completion: It is recommended that the Administrative Support Certificate be completed in one to two years.
A Clear Path: Organize and De-Clutter Your Workspace and Life

Take charge of your workspace once and for all. With the help of various fun and easy techniques, you will learn how to turn your chaos into an organized and clutter-free area of efficiency. De-cluttering your surroundings will help to relieve stress and tension, improve relations with co-workers and supervisors, and help you become more productive and effective professionally and personally. In this workshop you will: identify your de-clutter goals to live the work-life that you want; understand your personal challenges and how clutter is (or has become) a part of your work life; learn effective systems for becoming organized and tips for maintaining a clutter-free environment.

Applied Positive Psychology: New Strategies for Success

Positive psychology is the “scientific study of optimal functioning.” Research demonstrates that focusing on the positive results in important gains in all spheres of life - professional, educational and personal. This workshop focuses on how and why positive psychology works; it is designed for the individual contributor and learning objectives include:

- Understanding the concept of positive psychology
- Learning the benefits of positivity in the workplace
- Harnessing positive emotions for success in all areas of life
- Examining how hope and optimism are linked to desirable outcomes in the workplace
- Selecting appropriate positive psychology strategies
- Creating an action plan to role-model positivity

Appreciative Inquiry: A Tool for Positive Change

Appreciative inquiry is rooted in positive psychology and is a methodology for affirmative change. What kind of paradigm shift could you make if you focused on leveraging your department’s successes, rather than focusing on its failures; documenting excellence rather than problems? This workshop highlights how you can use Appreciative Inquiry as an energizing springboard for positive change.

Building Productive Work Relationships

Helps participants build productive work relationships which optimize job performance. Focus is on developing an awareness of values, motivation, and strengths to create “win-win” work relationships. Through discussion, exercises, and self-assessments, participants will: acquire self understanding of personal strengths and areas of weakness; identify preferred styles of behaving in two different situations, when things are going well and when there is conflict; formulate strategies for building mutually productive relationships with individuals whose values and motivations are different from your own.
**Business Writing Skills**

Successful business writing skills are essential in projecting a professional tone and succinct communication, mitigating misinterpretation of your message. The Effective Business Writing course will demonstrate the correct format for one-syllable and multi-syllable words, help you determine correct subject-verb agreement, introduce capitalization tips and techniques, and how to identify the “right” word and/or phrase is being used. The result is improved abilities to convey your thoughts in a business written format. As a result, you will experience increased efficiencies, higher levels of self-worth, and a better work environment.

**Customer Service**

A basic customer service philosophy will be discussed which helps participants develop a service orientation. Participants will learn: the characteristics of an effective customer service provider; how to listen to customer concerns; personal and procedural dimensions of service delivery and how to improve in both areas; behaviors that generate positive vs. negative consequences; how to say no and remain customer friendly; techniques for creating positive customer relationships and customer satisfaction.

**Email Etiquette: Using Email Effectively at Work**

Email has changed the way we communicate. Unfortunately the speed of the medium can sometimes result in some unpredictable and undesirable results. This class addresses the common challenges with email communication at work and provides guidelines for improving effectiveness.

Upon completion of this course, each participant will be able to:

- Apply “standard guidelines” for how to communicate via email at UCLA
- Write emails that are reader-friendly in tone, style and structure
- Craft concise, descriptive, and effective messages relevant to the topic
- Make appropriate use of subject headings, signature files, salutations, and closings
- Apply traditional rules of grammar and punctuation to all forms of email communication
- Avoid overuse and misuse of email, including when and when not to use email
- Be proactive about email mishaps in order to avoid possible residual conflicts at work

**Improvisation for Business Professionals**

“The thing about improvisation is that it's not about what you say. It's listening to what other people say. It's about what you hear.” Paul Merton

Learn the techniques of improvisation for communicating effectively in business and social situations. Instruction focuses on the principles of improvisation: listening skills, the concept of Yes and…, having clear objectives, being present and in the moment. Participants will experience improvisational exercises to learn: ways to address business and social anxiety, techniques for being more dynamic in meetings, and methods for understanding your audience.
Life Transitions: Discovering the Road Ahead

This is a three-part series designed for people who are facing a major life transition. If you are planning for retirement or facing another critical juncture, this workshop will provide you with the tools and resources to help you transition successfully. You will emerge better equipped to make key life decisions and achieve your personal and professional goals.

Managing Up: Communicating Effectively with Your Boss

Research shows that managing the relationship we have with our managers can have a direct and lasting effect not only on organizational productivity, but on our own job satisfaction and professional development. This class is for those wishing to learn how to develop a relationship with their manager that is respectful, beneficial for the organization, and professionally rewarding for all. Through interactive discussion and self-assessment instruments, participants will: understand the importance of being proactive in managing up the organization; learn how to decipher and understand their manager’s values and priorities; identify their manager’s personality type and preferences and develop ways to work with them when seemingly conflicting styles emerge; practice communication that fosters relationships based upon trust; analyze challenging situations and develop strategies for dealing with them.

Office Procedures for the Administrative Professional

Administrative Support professionals play a vital role in the continuing success of UCLA. This class will help those professionals to understand how the university operates and to better navigate the complexities of our university procedures and systems. Through discussion and class exercises, participants will learn about:

- UC culture and UCLA organizational structure: how things fit together
- Staff and faculty roles and responsibilities
- Major functions of the administrative support role and responsible business practices
- Key departments for administrative interface (e.g. Mail and Document Services, Parking, Information Technology Services, etc.) and how to access their services

Course resources will be provided for ongoing reference. Recommended for Administrative Assistants I through III.
Organizational Skills for the Admin Professional

Are you sometimes frustrated because you know there must be a better way to get your work done? How would it feel if you were more organized and effective; if you could quickly find what you need? This workshop explores various aspects of organizational and time management principles to increase productivity. Topics covered include: management of information (both paper and electronic), prioritization, effective use of Outlook, goal setting and organizing your workspace. This workshop is designed for the administrative professional and learning objectives include:

- Understanding the difference between effectiveness and efficiency
- Evaluating a time management matrix
- Developing SMART goals
- Examining techniques to optimize the use of Outlook
- Determining best practices for filing procedures, (inbox, paper and computer files)
- Analyzing procrastination and reviewing strategies to overcome it
- Creating an action plan for enhanced personal productivity

Time Management

Focuses on identifying time management problems and applying practical techniques for controlling time and making it a manageable resource. Several methods for examining, planning and maximizing the utilization of time will be discussed. Topics covered include: principles of time management; communication skills that will save time and achieve better results; identifying and setting goals and priorities; identifying and eliminating time wasters; conquering procrastination and other time wasters; developing a personal time management plan.

Understanding and Developing Emotional Intelligence

According to bestselling author Daniel Goleman, Emotional Intelligence is the “capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships.” This course will help you to understand the role of emotions and how they impact qualities like self-control, motivation, persistence and the ability to work cooperatively with fellow employees. A self-assessment will be given to measure tendencies and abilities within various areas of Emotional Intelligence. Course helps participants to: increase emotional awareness; recognize patterns of emotional behavior; increase self-motivation; respond appropriately to emotions of others; build emotional literacy.

Unlocking your Creativity

If you were able to get in touch with your creativity, how would this enhance your overall effectiveness? This workshop focuses on unlocking and boosting the creativity which is within you. Topics covered include: how to nurture your creativity; being open to ambiguity, reframing problems into opportunities, the effects of different perspectives, and how collaboration influences creativity.
COMMUNICATION

Assertive Communication

Provides an opportunity for participants to identify, apply, and improve appropriate assertive communication skills in a variety of organizational settings. Through discussion, exercises and self-assessments, participants will: acquire self understanding of passive, aggressive and assertive styles and the resulting impact each style has on the communication process; develop an assertive belief system which supports productive behaviors; identify and change habits and behaviors which prevent assertiveness; practice assertive communication techniques; develop an action plan for continuing assertive development.

Communication Fundamentals

This workshop focuses on strategies for successful communication. Topics include dynamics of communication, non verbal communication, "I" versus "you" statements, active listening, and effective questioning. Participants examine a current communications challenge, identify barriers to effective communication and analyze their own blocks and create an action plan for personal skill development.

Difficult Conversations

This workshop helps participants prepare for, constructively handle and prevent difficult conversations. Participants learn to guide conversations to productive results by improving their ability to listen, empathize and identify mutually beneficial solutions. Upon completion of this workshop, you should be able to:

- Explain the impact of poor communication on your job or department
- Identify the types of difficult conversations
- Explain the various conflict styles and acknowledge your preferred style
- Implement strategies for improving your response to others
- Demonstrate effective negotiation, collaboration and decision-making techniques

E-Mail Etiquette: Using Email Effectively at Work

Email was expected to revolutionize the way we communicate at work. While email has lead to increased productivity, we all might gain from honing our writing skills via email. This class addresses the common challenges with email communication at work and provides guidelines for improving effectiveness.

Motivation

What motivates you? How engaged are you at work? If you were really motivated, how would your life change? This workshop focuses on identifying the patterns that shape your life and understanding your innate motivation so you can create a more joyful future.
Public Speaking and Presentation Skills

Provides participants with the fundamental presentation skills needed to design and deliver articulate, well-planned presentations in a variety of formal and informal settings. Participants will learn basic principles of public speaking including: language, delivery, and speech outlining; audience awareness; speech organization, planning and revising; nonverbal communication; tips for practice and self-critique; use of visual aids.

Spanish I

Elementary Spanish I meet 3 hours a week and is equivalent to college-level Spanish I. This is an introductory course, no prerequisite is required. Students will explore basic grammar and communication in Spanish through listening, reading, speaking and writing. Course will emphasize on clear pronunciation, the study of grammatical patterns, expressions and idiomatic usages that prepare the student to function within the contexts relevant to everyday life.

Culture will also be integrated through presentations, readings, and enhanced with in class lectures.

Spanish II

This course is a continuation of SSL/Spanish 1. It meets 3 hours a week and is equivalent to college-level Spanish 2. Students will explore basic grammar, vocabulary and fundamental sentence structure in the past and future indicative tenses. Students will learn through listening, reading, speaking and writing. The course will emphasize clear pronunciation, the study of grammatical patterns, expressions and idiomatic usages that prepare the student to function within everyday life.

Culture will also be integrated through presentations, readings, and enhanced with in class lectures.

*The prerequisite for this course is comparable to two years of high school Spanish
RESEARCH ADMINISTRATION AND PRACTICES

Clinical Trials

Post Award – Administration

This course focuses on common post-award transactions and activities with an emphasis on fiscal management. Topics include:

- Award management
- Cost transfers
- Effort reporting
- Accounts receivable
- Award close-out
- Record retention
- Audit

Prerequisite: Completion of Introduction to Contract and Grant Administration.

Research Administration

Effort Reporting

This course provides a comprehensive overview of the policies, processes and procedures for reporting effort for federal contracts and grants. Participants are encouraged to come prepared to learn about the Effort Reporting System (ERS) and discuss how to assist their department with their effort reports.
SUPERVISION, MANAGEMENT, AND LEADERSHIP

Management Development

Management Certificate Program

The Management Development Certificate offered by Campus Human Resources is recommended for management-level employees to strengthen effectiveness in their current role and prepare for future leadership opportunities.

The Management Development Certificate curriculum consists of 13 courses. Certificates are earned by successful completion of 10 courses with four (4) required courses and six (6) electives.

Required

- Addressing Challenging Employee and Labor Relations Issues
- Assessing and Improving Management Skills
- Employee Engagement: A Manager’s Guide to Effectively Motivating Employees
- Influential Leadership

Electives

- Adaptive Leadership
- Building Effective Partnerships with Faculty
- Coaching for Improvement
- Creativity and Innovation: Unleashing and Leveraging Ideas in the Workplace
- Current Topics in Leadership
- Developing Others
- Leading Change
- Leading High-Performance Teams
- Recognizing and Resolving Workplace Conflict
- Strategic Focus: Managing Toward the Future

Eligibility: Employees with broad decision-making authority, supervisory responsibility or accountability in an academic or administrative department, who manage budgets, finance, human resources, internal controls, systems or sponsored projects are encouraged to participate.

Certificate Completion: Participation can be paced over one year or longer. You will be notified by the UC Learning Center of your completion of certificate requirements or you can obtain your training transcript via http://lms.ucla.edu. Upon completion of the certificate requirements, you will receive a Formal Certificate.

http://lms.ucla.edu
Adaptive Leadership

This class teaches leaders how to enhance the effectiveness of their interactions by adapting approaches to people based on what they want to discuss and how they think people will respond. By meeting the needs of each individual, leaders can create higher levels of engagement and organizational results.

Addressing Challenging Employee and Labor Relations Issues

This course features a scenario-based exploration of employee and labor relations issues that might arise in a university setting. Participants explore thought-provoking and challenging workplace situations and are provided with practical guidance on how to address them at the University of California.

Assessing and Improving Management Skills

This experiential workshop helps participants understand the benefits of 360 degree assessments, one of the best measures of leadership and management effectiveness. Participants obtain an insightful report and begin development planning with a 360 degree assessment to chart their plans for growth.

Building Effective Partnerships with Faculty

While faculty is integral to the University goal of excellence in education, research and public service, administrative staff provides critical support for their efforts. This course is designed to help participants establish and foster sound working relationships with faculty. Upon completion of this course, each participant will be able to:

- Describe the differing perspectives of faculty and staff and their impact
- Explain key principles for forming and maintaining productive partnerships
- Navigate situations that require flexibility and compromise from either partner
- Exhibit resilience and professional growth as a result of challenging interactions

Coaching for Improvement

Giving performance feedback is an important management responsibility. This course helps managers prepare for and conduct effective improvement discussions and provide feedback and ongoing support that employees need to improve performance.

Creativity and Innovation: Unleashing and Leveraging Ideas in the Workplace

This course helps leaders leverage creative and analytical skills that help organizations identify and implement new approaches to problems and opportunities.

Current Topics in Leadership

Participants will increase their knowledge of existing and emerging best practices in leadership and management within the University by engaging with internal and external experts. Presentations, panel discussions, and management briefings will help UCLA leaders integrate theory and practice as they navigate leadership challenges at UCLA.
Developing Others

Developing Others

Designed to give leaders, coaches, and mentors a practical process and the skills necessary to develop talent within their workgroup, this course covers the Development Process model and the manager’s role before, during, and after the development plan.

Employee Engagement: A Manager’s Guide to Effectively Motivating Employees

Employee engagement is the extent to which people believe in, actively commit to, and feel valued for their work. This course is designed to help managers create a motivating and engaging work environment that positively impacts productivity and organizational effectiveness.

Influential Leadership

This course is designed to help leaders get their good ideas heard, accepted, and enacted. Leaders learn influencing strategies and how to package ideas to gain the commitment of even the most skeptical employees, colleagues, and upper managers.

Leading Change

This course focuses on leaders’ crucial role in initiating change in the workplace. Leaders learn how to introduce a change initiative and lead discussions with employees to explore how best to implement the plan. It also provides suggestions on how to help others overcome resistance to change.

Leading High-Performance Teams

Leaders can accomplish more by capitalizing on the unique talents of each individual team member and identifying and eliminating conditions that prevent teams from achieving high levels of performance. In this course, leaders learn tools and skills to perform three primary responsibilities – diagnose, coach, and reinforce – that support their team’s growth.

Recognizing and Resolving Workplace Conflict

This course teaches leaders how to recognize when a conflict is escalating and how to minimize damage by using the most appropriate resolution tactic – regardless of which stage a conflict is in. Leaders also learn the true cost of conflict to an organization and techniques for handling even the most challenging conflict-related discussions effectively.

Strategic Focus: Managing Toward the Future

This course helps leaders formulate, implement, and evaluate sound strategic plans to achieve long-term organizational objectives.
Management Seminar Series

Summary: The Management Seminar Series offer quarterly, half-day workshops for UCLA managers in a partnership between Campus Human Resources’ Training and Development and UCLA’s Anderson School Executive Education Program. Each year’s program is organized around a theme of topics relevant to current issues and emerging management trends. These seminars offer unique professional development for University leaders by world-class faculty, right here on campus. They feature relevant tools and approaches that have direct impact on improving organizations, innovations in management education, and engage participants and their colleagues in intellectual stimulation and learning.

Participating managers can:

- Gain first-hand access to distinguished faculty
- Learn about research-based practical applications for organizational success
- Sharpen organizational and leadership skills
- Receive powerful techniques that can be immediately implemented at work
- Interact with UCLA colleagues who share similar workplace challenges

The theme for 2014-15 is "Transformational Leadership: The Art of Influence." The program, designed to strengthen management competencies to effectively lead a diverse workforce in a fast-changing and challenging work environment, features presentations by national experts in their fields and interactive dialogue with campus peers and colleagues.

For 2014-15, quarterly sessions are offered on the following topics:

Leader as a Coach, John Ullmen - November 12, 2014
Emotional Intelligence, Jorge Cherbosque - January 27, 2015
Change Leadership, Jorja Leap - March 10, 2015
Cultural Competence, Robin Johnson - April 21, 2015

For more information, review the eBrochure in Related Information on the HR Portal in the Management Development section. To enroll, visit the UC Learning Center at http://lms.ucla.edu and select the Management Seminar Series category.

The enrollment deadline for package enrollments is November 5, 2014. Package enrollments enjoy priority, since space is limited. Departments may reserve a package and designate in advance different participants for selected seminars. The fee for a complete Seminar Series Package for 2014-15 is $500 and $165 for individual seminars. All academic and administrative leaders, faculty, and professional staff PSS 5 classifications and above are eligible.

Please contact the Training Desk (training@chr.ucla.edu) for enrollment assistance and Rejeana Mathis (rmathis@chr.ucla.edu) for program information.
Supervisory Development

Supervisory Certificate Series Prior to 2015

Professional Skills for Supervisors

Campus Human Resources’ Training and Development unit offers a Certificate Series in Supervision. It is recommended for employees who are relatively new to supervision as well as current supervisors who want to update their skills and knowledge. The Certificate is designed to increase understanding of supervisory role requirements, broaden awareness of behavioral strengths, and enhance mastery of employment policies and practices necessary to succeed in the supervisory role.

Courses are offered in three areas – Foundations, Supervisory Components and Electives. Full course descriptions and schedules are available online at the UC Learning Center: http://lms.ucla.edu

It is recommended that a Supervisory Certificate be completed in one year, although participants may pace their own attendance.

Certificate Overview

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<th>Foundations</th>
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<tr>
<td>• Introduction to Supervision</td>
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<td>• Disciplinary Process at UCLA*</td>
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<td>• Risk Management – Workers’ Compensation, Liability, Property*</td>
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* Course is restricted to employees designated as supervisors in the HR System or employees with personnel responsibilities.
**Requirements:** Certificates are earned by successful completion of ten (10) courses. Both Foundation courses are required, along with the seven (7) Supervisory Components courses. Participants may choose one (1) course from Electives to complete the curriculum requirements for a certificate. The only sequence recommendation is that supervisors begin with Foundation courses. Eligibility for a *Supervisory Certificate* is restricted to UCLA employees designated as supervisors in UCLA’s HR System; but some courses in the program are open to employees who are not currently supervising.

**Certificate Completion:** Upon completion of certificate requirements, please contact Campus Human Resources’ Training and Development unit at ext. 4-0850 to request a completion certificate. A formal certificate and congratulatory email will be sent to you recognizing your accomplishment.

**Note:** We are transitioning to a two-tier Supervisory Certificate Series, a more comprehensive training suite for supervisors and those preparing for future roles in supervision. The new series consists of a Level One Supervisory Certificate that has foundation components similar to its earlier version. It is being rolled out now, with plans to roll out the second level in the near future. The Level Two Supervisor Certificate will build on the first one with more employee relations, policy, and compliance-related topics, many of which have been electives in the old certificate series.

Here is how the transition from the old structure to the new models is being processed in the Learning Management System.

Employees who have completed courses in supervisory topics and are currently in the process of completing the original Supervisory Certificate will have until December 31, 2014 to complete all required classes according to those requirements. The original certificate will then be archived on January 1, 2015 and further completions that count toward fulfilling the old requirements will no longer be credited toward that certificate.

Employees who have completed at least one of the required classes for the new Level One Supervisory Certificate within the last three (3) years have automatically had their progress credited toward the new certificate. These employees may also complete the original Supervisory Certificate by the end of this calendar year or choose to pursue the new Level One Supervisor Certificate.

Please contact Jewel Powell, LMS & Compliance Training Coordinator, at jewelpowell@chr.ucla.edu if you have any questions.
Level One Supervisory Certificate

Campus Human Resources Training and Development offers a Level One Supervisory Certificate that is recommended for employees who are relatively new to supervision, as well as for current supervisors who want to update their skills and knowledge. The Certificate is designed to increase understanding of supervisory role requirements, broaden awareness of behavioral strengths, and enhance mastery of employment policies and practices necessary to succeed in the supervisory role.

Courses are offered in two areas Foundations and Core Supervisory Courses. Full course descriptions and schedules are available online at the UC Learning Center: www.lms.ucla.edu

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* Course is restricted to employees designated as supervisors in the HR System or employees with personnel responsibilities.

Requirements: Certificates are earned by successful completion of ten (10) courses. Both Foundation courses are required, along with all eight (8) Core Supervisory courses. The only sequence recommendation is that supervisors begin with Foundation courses. Eligibility for a Level One Supervisory Certificate is restricted to UCLA employees designated as supervisors in UCLA's HR System; but some courses in the program are open to employees who are preparing for a supervisory role. It is recommended that the Level One Supervisory Certificate be completed in one year, although participants may pace their own attendance.

Certificates: Upon completion of Certificate requirements, please contact Campus Human Resources Training and Development at ext. 4-0850 to request a completion Certificate. A formal certificate will be sent to you.
Level Two Supervisory Certificate

Campus Human Resources Training and Development offers a Level Two Supervisory Certificate that builds on knowledge acquired and skills developed in the Level One Supervisory Certificate. The Level Two Supervisory Certificate focuses on more advanced aspects of supervisory leadership and complex human resources compliance issues. The certificate is designed for existing supervisors who want to develop people management and team building skills further, and gain in-depth understanding of Human Resources policies and practices.

Courses are offered in two areas Foundations and Special Topic Electives. Full course descriptions and schedules are available online at the UC Learning Center: www.lms.ucla.edu. Completion of the Level One Supervisory Certificate is strongly recommended as a prerequisite.

Certificate Overview

### Foundations
- Building Effective Work Teams
- Building Productive Work Relationships
- Compliance with the Fair Labor Standards Act*
- Conflict Resolution
- Disciplinary Process at UCLA*
- Managing a Diverse Workforce*
- Managing Change
- Managing the UC Workforce in a Unionized Environment*

### Special Topic Electives
- Compliance with Current State, Federal and UC Disability Mandates*
- Compliance with the Family Medical Leave Act*
- Dealing Effectively with Troubled Employees*
- Demystifying the Grievance and Complaint Process*

* Course is restricted to employees designated as supervisors in the HR System or employees with personnel responsibilities.

**Requirements:** Certificates are earned by successful completion of ten (10) courses. Eight (8) Foundation courses are required, along with two (2) Special Topic Electives. It is recommended that the Level Two Supervisory Certificate be completed in one to two years. Completion of the Level One Supervisory Certificate is strongly recommended as a prerequisite.

**Certificates:** Upon completion of Certificate requirements, please contact Campus Human Resources Training and Development at ext. 4-0850 to request a completion Certificate. A formal certificate will be sent to you.
Building Effective Work Teams

Teams and teamwork are essential to today’s workforce. An understanding of team development concepts can help supervisors and managers create cohesion and enhance effectiveness of their work groups. Upon completion of this workshop, each participant should be able to identify the characteristics of an effective team, describe the role of the team leader in team development, demonstrate an understanding of group dynamics, assess team effectiveness and identify development needs and draft an action plan for facilitating team development.

Communication Skills for Supervisors

The class covers techniques for improving communication, with special emphasis on giving constructive performance feedback and enhancing the relationship between supervisors and their subordinates. Topics include understanding the communication process; identifying barriers to communication; practicing listening skills; giving behavioral feedback, praise and “constructive” criticism; giving instructions and training employees; identifying and implementing solutions to communication problems.

Compliance with Current State, Federal and UC Disability Mandates

Topics covered provide UCLA supervisors with an overview of the laws and UC policies that apply to work-related and non work-related employee disability, injury and/or illness. The class covers compliance issues for both current and prospective employees and the potentially wide-ranging impact of our decisions. It presents a common sense approach to fulfilling our legal obligation to accommodate people with disabilities in the workplace and fulfilling our responsibilities under UC policies, procedures and collective bargaining contracts. Course topics include Transitional Return to Work program; reasonable accommodation; steps to take to accommodate; the interactive process; penalty for non-compliance; medical separation; confidentiality.

Note: This course is restricted to employees designated as supervisors in the HR System.

Compliance with the Fair Labor Standards Act (FLSA)

The Fair Labor Standards Act is federal legislation that establishes certain minimum requirements for employees’ hours of work, wages, overtime, and payroll records. Topics covered include exempt vs. nonexempt status; straight time vs. premium overtime; compensatory time for nonexempt employees; what constitutes a workweek, FLSA documentation and record-keeping; and application to represented and non-represented employees.

Note: This course is restricted to employees designated as supervisors in the HR System.

Compliance with the Family Medical Leave Act (FMLA)

Supervisors and managers learn about responsibilities that are mandated by the Family Medical Leave Act (FMLA). The focus is on understanding supervisory obligations and liability associated with enforcing FMLA. Topics include: what FMLA is; factors to consider when applying FMLA; FMLA documentation and record keeping; recent case law and impact on UCLA.

Note: This course is restricted to employees designated as supervisors in the HR System.
Conflict Resolution

Focuses on the concepts, strategies and techniques that supervisors can utilize to turn potentially dysfunctional conflict situations into positive experiences. Covers: understanding the conflict process; identifying the antecedent conditions which lead to conflict; identifying individual conflict resolution styles; productive and counterproductive confrontation styles; preparing positive strategies for conflict situations.

Dealing Effectively with Troubled Employees

This course teaches supervisors information the signs and symptoms employees exhibit when experiencing work life stressors, emotional distress and alcohol or drug abuse. Supervisors learn how to effectively handle situations and assist employees exhibiting problem behaviors in the workplace. Discussion includes helping managers to proactively identify potential problems early to avoid job performance and work environment difficulties; appropriate steps and procedures for intervening in situations involving troubled employees; and consulting with and referring the employee to the Staff and Faculty Counseling Center.

Note: This course is restricted to employees designated as supervisors in the HR System.

Delegation Skills for Supervisors

Supervisors learn to develop essential delegation skills needed for workplace success. In this class, participants will understand the nature of delegation; learn about managerial styles and attitudes that support or hinder delegation; recognize managerial, employee, and organizational obstacles to delegation; practice step-by-step processes for identifying and overcoming delegation barriers; learn to monitor, control, and follow up on delegated assignments and tasks; review case studies and practice useful techniques step-by-step processes for identifying and overcoming delegation barriers; learn to monitor, control, and follow up on delegated assignments and tasks; review case studies and practice useful techniques.

Demystifying the Grievance and Complaint Process

This course covers what campus supervisors and managers need to know about the UCLA grievance and complaint process. Topics include the definition of a grievance and a complaint; overall cost of grievances to the University; resources available for supervisors and managers; and an overview of the formal and informal steps to grievance resolution. In addition, the principles of “Just Cause” are discussed along with specific do’s and don’ts in handling grievances. A case study is used to illustrate both policy and procedural issues.

Note: This course is restricted to employees designated as supervisors in the HR System.
Disciplinary Process at UCLA

Employee discipline requires careful thought, critical documentation and due process. We cover UCLA policies and procedures regarding disciplining employees, with an emphasis on improving performance. Topics include identifying actions most likely to result in improved performance; recognizing when discipline is appropriate; contractual and legal obligations of supervisors; understanding and applying progressive discipline; meeting the seven tests of just cause; and Investigatory Leaves.

Note: This course is restricted to employees designated as supervisors in the HR System.

Effective Interviewing Skills

One of the most critical skills required for effective management is the ability to make the right choice when hiring staff. This class is designed to build the skills to “see” beneath the surface of a candidate by introducing and practicing behavioral interview techniques. Participants learn how to use a job description to create an applicant profile; develop behavioral based questions; and use a tool to assess candidates after an interview.

Introduction to Supervision

This course is for or new and existing supervisors as well as staff preparing for supervision. Through exercises and group discussion, it provides an overview of the many facets of supervision. Self-assessments help participants compare current skill levels to those required of a supervisory position. The class focuses on important areas in developing supervisory effectiveness at the University: the role of UCLA supervisors; five functions supervisors perform; overview of the campus organizational structure and UCLA’s relationship with the UC system; guide to identifying and working with key campus resources; assessment of each supervisor’s current individual strengths.

Job Descriptions: Learn How to Make the Job Description Work for You

The job description is a powerful management tool to help you recruit, develop and retain outstanding staff. This course addresses legal considerations in the development of job descriptions and provides hands-on experience in learning how to identify core functions of the job; describe the critical duties and responsibilities; determine the skills, knowledge, and abilities needed for success in the position; and develop a meaningful and well written job description.

Note: This course does not cover job description practices and procedures that are applicable to the UCLA Health System and School of Medicine. For more information, contact Healthcare Human Resources at ext. 4-0500.
Managing Change

Course covers the nature of change and how to deal with resistance in order to manage the process and bring about positive vs. negative outcomes. In this course supervisors will focus on: understanding the human reaction to change; personality type, temperament and change; organizational roles and change; effective communication for change; preparing for change and steps to consider in your action plan.

Managing a Diverse Workforce

This interactive workshop for managers and supervisors is presented in two half-day sessions. The first session, Equal Employment Opportunity/Affirmative Action, covers an overview of the University’s equal employment opportunity/affirmative action laws; UC policies and procedures; and supervisory responsibilities. The impact of university policies on everyday decision-making and managing diversity is explored through interactive exercises and case studies. Participants will develop skills to effectively provide a discrimination/harassment-free work environment. The second session, Managing Diversity, will provide a broader understanding of diversity issues at UCLA. Through interactive exercises and application of principles learned in class, participants will develop strategies and cross cultural communication skills to address diversity issues. These skills include demonstrating respect, managing ambiguity, being nonjudgmental and modeling appropriate behaviors.

Note: This course is restricted to employees designated as supervisors in the HR System.

Managing the UC Workforce in a Unionized Environment

This course is designed for supervisors, provides an overview of labor relations at the University of California. It will include a description of applicable laws and regulations and the agencies that administer them. Finally, it will provide some nuts-and-bolts guidance regarding issues you will confront as a supervisor.

Note: This course is restricted to employees designated as supervisors in the HR System.

Navigating Staff Personnel Policies and Contracts

UCLA has a complex system of policies and contracts that govern the employment relationship. There are several different bargaining units for UCLA staff, and some employees are covered by a contract while others are covered by university policies. From UPTE Technical, to ASFCME, to PPSMs, the essence of what these contracts and policies cover is the same; but procedural differences in implementation can be critical factors in managerial decision-making. This class is designed to help UCLA managers and supervisors understand the basic elements common to all policies and contracts. These include hours of work, wages, leaves, separation, discipline; complaint resolution and safety; varying terminology for similar employment topics; where and how to find the answers you need to policy/contract questions; who to contact and when for clarification on policy issues.

Note: This course is restricted to employees designated as supervisors in the HR System.
Performance Appraisal

The class covers techniques supervisors can use to objectively measure and evaluate performance. Methods for giving feedback are discussed as well as appropriate skills for writing and conducting the formal appraisal. Topics covered include how to write specific quality and quantity standards of job performance; identify methods of monitoring satisfactory performance; provide ongoing performance feedback; complete the appraisal form; conduct evaluation discussions with subordinates based on predetermined performance objectives and standards.

Risk Management: Workers’ Compensation, Liability, Property

This class is designed for supervisors, business officers and others who are responsible for insuring their department’s equipment and vehicles, processing Worker’s Compensation claims and reducing the impact of future injury or property damage/theft on their department’s operations. Participants learn about the University’s self-insurance program, including the type of losses that are and are not covered, how to process a claim if a loss occurs, how losses are funded, and how loss prevention techniques can be applied to prevent losses from occurring. Topics include Workers’ Compensation; Property (Equipment and Fine Arts); automobile (University vehicles and business rentals); General Liability (injury/damages to non-UC person/property); and the return to work procedure.

Note: This course is restricted to employees designated as supervisors in the HR System.

Sexual Harassment: Prevention and Correction

Supervisors and managers are given guidance for preventing and correcting sexual harassment. The class utilizes actual cases to assist managers and supervisors in identifying sexual harassment and in determining strategies for prevention and correction. The format is highly interactive and includes case studies and role-playing. Participants learn the facts of actual cases decided by courts and apply the legal and policy definitions to actual situations. Actual cases are also examined to determine how participants can avoid pitfalls. The role of managers and supervisors in creating a harassment free environment is explored, as are tips for dealing with common situations.

Note: This course satisfies the State’s legally mandated requirement of biennial SHP training for all supervisors (AB 1825). It is restricted to employees designated as supervisors in the HR System.

Supervisory Principles Workshop

This course provides an overview of supervision and the skills needed to successfully lead and manage work groups. Training focuses on the human relations skills of supervision and participants engage in skill building through a variety of exercises and simulations. Topics covered include the following – Contingency Leadership Theory; leadership styles and guidelines for appropriate application; planning strategies, goal setting & delegation; conflict management and resolution; communication and active listening; teambuilding and group dynamics; strategies for implementing change and dealing with employee resistance.
TECHNOLOGY AND SOFTWARE

Access (Level 1) – 2007

Access is an interactive relational database management system for Windows. It allows you to organize, find, and present information using the graphical power of Windows and giving you visual access to your data. Class covers how to: design databases, queries, forms and reports; edit, add and delete records in a database; print documents.

Prerequisite: Windows (Level 1) or equivalent knowledge.

Access (Level 2) – 2007

Class focuses on how to work with the more advanced features of this database software. The following topics will be covered: advanced queries/calculations; joining Access tables (equa-joins/outer joins); advanced form design/report design; adding graphics to forms/reports; attaching, importing and exporting tables; using Access with Excel.

Prerequisite: Access (Level 1) or equivalent knowledge.

Access (Level 3) – 2007

Designed for the most advanced Access user. Students will receive a sample CD with all class files for continued study. Topics covered are: advanced reporting/forms, using the Expression Builder, IIF statements and other Access functions; advanced forms design, lookup Tables/Combo Boxes, Auto Fill-in, Macros, Adding Buttons, Macros and Buttons, and form properties; validity checks in Table Design; enforcing referential integrity; Access and other programs.

Prerequisite: Access (Level 2) or equivalent knowledge.

Excel (Level 1) – 2007

Microsoft Excel is an integrated software package featuring spreadsheets; database and graphics capabilities all bundled into one easy-to-use package. Topics include: the Excel screen; worksheet commands; formulas, using the “toolbar”; formatting cells, copying and moving; creating bar, line and pie charts (along with charting options); creating a spreadsheet; understanding workbooks.

Prerequisite: Windows (Level 1) or equivalent knowledge.

Excel (Level 1) – 2010

The level 1 class focuses on creating simple spreadsheets and the features most commonly used in the process, such as: Excel’s three pointer modes and how they can help your productivity, keyboard shortcuts for navigating and selecting cells, basic formulas and formula tools, such as sum, average, and calculating a percent, as well as a basic formula link. We’ll cover relative versus absolute reference and how it affects copying formulas. Also formatting numbers and cells, print settings, headers/footers, productivity tips to create similar spreadsheets going forward in time. Basic charts: a column chart and a pie chart.
Excel (Level 2) – 2007

This class covers the database capabilities of Excel and advanced database/spreadsheet functions and commands. Topics include: sorting databases/lists; filtering and summarizing; subtotals; MS Query and Goal Seek; forecasts and trends; linking workbooks; 3-D Formulas/Functions/Function Wizard; protecting and un-protecting; embedding and auditing workbooks.

Prerequisite: Excel (Level 1) or equivalent knowledge.

Excel (Level 2) – 2010

Level 2 covers Excel’s list/table features. This means working with lists of data, whether that data was manually entered or downloaded from another source. Topics include: How Excel recognizes a list or table which unlocks all the features designed to work with lists, use Find and Find/Replace, get External Data: Importing lists from other sources, clean-up of messy imported data. Includes covering Paste Special>Transpose, Text-to-Columns Create “visual space” without using blank rows/columns. Hide/Unhide columns/rows, list manipulation: sorting, filtering, subtotals. Create reports from your list: Pivot Tables, viewing larger documents, including Freeze Panes, Window Split, Zoom, Custom Views Printing lists and larger spreadsheets. Includes Print Titles, Page Break Preview, create a drop-down list using Data validation, conditional formatting Create labels in Word from data in an Excel list.

Excel (Level 3) – 2007

This is a course in the most advanced applications of Excel. Complex spreadsheet commands and spreadsheet database functions are covered, such as: views, scenarios and Report Manager; Pivot Tables, Histograms and Maps; consolidating Workbooks; data validation; conditional formatting and conditional sums; tracking changes; Excel and the Internet.

Prerequisite: Excel (Level 2) or equivalent knowledge.

Excel (Level 3) – 2010

Advanced Formulas and More, Review of Relative versus Absolute Reference, Insert Function dialog box Naming cells and cell ranges, Functions: IF and IF related formulas, V lookup, Date/Time Functions and calculations, Text functions, Round, Create a custom date format, Create calculations in Pivot Tables, Formula auditing, error checking, Watch Window, Formula link to other Excel files, Using and creating Excel templates, More Charts: Line Chart, Stacked Bar Chart

Excel (Level 4) – 2010

This advanced level is geared to analysts who work with Excel daily. Create a custom AutoFill Custom Views, Saving a workspace of multiple workbooks, What-if Analysis: Goal Seek, Scenarios PMT & PPMT functions, Nested formulas: Nested IF, Index/Match, IF with V lookup, Create custom groups for expanding/collapsing levels of detail, Consolidating Hyperlinks, Protecting cells, sheets, and workbooks, Create a chart dashboard, Create a macro to automate a process. Form Controls: Checkbox used with IF statement, Spinner button to change values.
Managing Your Social Media Presence

Social media has begun to influence nearly every facet of life. Discuss its impact and how to use it effectively. Learn the basics of functionality for the most popular social media platforms and develop a personal and professional user strategy. Topics will include privacy settings, best practices, and a discussion about current and future social media trends.

PowerPoint

PowerPoint is an excellent presentation graphics software package. Professional looking presentations can be created quickly and easily with this very versatile software. Topics covered; creating presentations and slides; working with PowerPoint objects, graphs and organizational charts; adding visuals to slides and slide shows; custom animation of slides and inserting movies/sounds; action settings; animating graphs and charts; setting-up hyperlinks; publishing presentations on the web; Microsoft camcorder; the Pack and Go wizard.
New Employee Orientation

Congratulations on choosing a career with UCLA! Nurture your engagement with UCLA and attend New Employee Orientation to learn just what makes UCLA a “best in class” employer. Access the valuable resources and information designed to ensure your smooth transition into UCLA, connect with new employees, and discover the range of services available.

Topics covered in New Employee Orientation include:

- Our University of California (UC) context
- The dynamism and diversity of UCLA
- Your workplace protections and responsibilities
- The variety of career opportunities available to you
- The benefits of belonging at UCLA
- University health and welfare programs and options
- Retirement programs

Orientations are scheduled the second and fourth Mondays of each month, from 8:15 am – 12:00 noon. Note: Eligible employees must sign up for health insurance and disability benefits programs within their period of initial eligibility (PIE), that is, thirty-one days from the date they become eligible for benefits regardless of when they attend the orientation session. Obtain “Your Group Insurance Plans” brochure from your department before attending an Orientation session.

For more information:

Campus Employees – contact Training and Development at ext. 4-0850

Medical Center Employees – contact the Medical Center Human Resources department at ext. 4-0500

New Employee Orientation is an introduction to UCLA for new employees or longer service employees who recently became eligible for UC benefits. All new employees are encouraged to attend a session as soon as possible following their date of hire.

Retirement Planning

Accessing Your Account (Fidelity)

- Overview of online tools to help you manage your UC Retirement Savings Program investments
- How to make account transactions
- Introduction to retirement planning resources
Building a Portfolio for any Weather (Fidelity)

- Understanding asset allocation and diversification
- How to identify an appropriate target asset mix based on your situation
- How and when to adjust your mix

Creating Your Personalized Retirement Roadmap (Fidelity)

This class will introduce you to the www.ucfocusonyourfuture.com website and the Personalized Retirement Roadmap tool. After the class, you'll understand how to use the tool to create your personal retirement strategy and a personalized action plan that can help you move your strategy forward.

Designing a Financial Roadmap (Fidelity)

- Building a financial roadmap
- Planning for retirement
- Establishing non-retirement goals and savings options
- Reviewing ways to protect your assets

Getting on the Right Path with Your Workplace Savings (Fidelity)

- Introduction to the UC Retirement Savings Program
- Determining your workplace savings needs
- How to enroll and make your initial investment election

Planning Your UC Retirement

Designed to inform employees of the many University plans available. The following topics are covered:

- The University of California Retirement (UCRP) Plan
- When you can retire
- How your pension is calculated
- Payment options
- UCRP Survivor benefits
- Leaving the University before retirement age or before becoming Vested UC Annuitant
- Healthcare
- Eligibility
- Dependent coverage
- Cost determination

Preparing Your Savings for Retirement (Fidelity)

- The importance of maximizing savings while still in the workplace
- How to conduct an income and expense analysis
- The impact of health care on retirement savings and the basics of estate planning
- Introduction to the four competing investing priorities
- Key financial risks of not having an income plan
Preserving Your Savings for Future Generations (Fidelity)

- Key estate planning tools
- Wills vs. probates
- What is a power of attorney
- The importance of a living will and health care proxy
- The importance of beneficiary designations

Quarterly Market Perspective (Fidelity)

- Current market trends
- The most recent quarter’s market performance

Quarterly Market Update (Fidelity)

Stay informed on current market conditions and what it means to you as an investor at Fidelity’s Quarterly Market Update. The class will give you a comprehensive perspective on the market conditions and an in-depth review of where and why the market has moved in a particular direction.

Remaining Confident in a Challenging Market (Fidelity)

- Review and understand current market trends and the most recent quarter’s market performance
- Importance of staying the course in any market condition
- Review market performance from the previous quarter and how it affected the different markets

Shifting From Savings to Spending (Fidelity)

- Why growth is still a must in retirement
- Common income strategies
- The importance of a target investment mix
- Establishing a withdrawal strategy and the basics of MRDs

Understanding the Power of Debt (Fidelity)

- Understand debt
- How to manage debt
- Create a budget to identify available dollars for retirement savings

Women and Investing (Fidelity)

For many women, planning for retirement brings special challenges. Why? Because women tend to live longer, save less, and not be as engaged as men when it comes to retirement and financial planning. But women who take an active role in their finances can overcome the odds. This class is designed to give you the jump start you need to save and invest with confidence.
Your College Savings Option (Fidelity)

- Overview of college savings vehicles
- Learn general planning guidelines to prepare for future college financing needs
- Review tools and resources that can help

Your UC Retirement System (Fidelity)

- Overview of UC Retirement Plan
- Overview of UC Retirement Savings Program
- Retirement vehicles that will become sources of retirement income at retirement

Sexual Harassment Prevention

Sexual Harassment: Prevention and Correction

Supervisors and managers are given guidance for preventing and correcting sexual harassment. The session utilizes actual cases to assist managers and supervisors in identifying sexual harassment and in determining strategies for prevention and correction. The format is highly interactive and includes case studies and role-playing. Participants learn the facts of actual cases decided by courts and apply the legal and policy definitions to actual situations. Actual cases are also examined to determine how participants can avoid pitfalls. The role of managers and supervisors in creating a harassment free environment is explored, as are tips for dealing with common situations.

Note: This course satisfies the State’s legally mandated requirement of biennial SHP training for all supervisors (AB 1825). It is restricted to employees designated as supervisors in the HR System.

Violence Against Women Act (VAWA) UC Systemwide Training

Violence Against Women Act

This narrated online course promotes the awareness and prevention of domestic violence, dating violence, sexual assault, stalking, and consent to University of California incoming students and new employees, which includes faculty, academics, and staff, in accordance with UC Policy. The course also provides options for safe bystander intervention, information on reporting an offense, and other resources. (30 Minutes)