

Juniata Curriculum for Staff Development

Management/Leadership Skills

**** Writing and Conducting Performance Reviews**

Internal presenter

GOAL: This program is designed to increase the effectiveness of writing performance reviews. This will assist supervisors in conducting meaningful, developmental evaluations that support and provide for training opportunities.

**** Leading a Productive Meeting**

Internal presenter

External presenter

GOAL: Cover the basic concepts of how to have a productive meeting and to make the most of everyone's time.

**** Departmental Goal Setting**

Internal presenter who can relate the benefits of goal setting to Juniata—

GOAL: Learn the importance of goal setting and how it can positively impact productivity in a department. The program will identify the difference between short term and long-term goals.

**** Problem Solving—How to make the tough decisions in an ethical manner**

Video

Presenter

GOAL: To learn how to break down problems and look at the implications of your possible decisions. The seminar will also allow you to look at how your decisions will have an impact on you and your department. It will also address the issue of business ethics and the importance of ethics to effective leadership and to Juniata.

Managing in Just One Minute

Presenter—John Hille

GOAL: The program will teach the importance of quick focused reinforcement and criticisms. This allows for employees to see the immediate progress of the department. It also addresses problems concerning disappointment or unsatisfactory performance so anger and frustration do not build over time.

**** Budget Management 101 (“What’s My GL Number????”)**

Internal Presenter

GOAL: To educate attendees on the basic concepts and terms of Juniata's budget. The session will cover budget building techniques and monitoring management.

**** Supervisory Development Program**

Presenter

GOAL: To present the issues a supervisor faces at Juniata. The course contains a special emphasis on the legal aspects, liability, and compliance required of a supervisor. The seminar will provide information on staff development, and corrective action procedures.

Successful Hiring Practices

Human Resources

GOAL: Learn the legal way to screen and interview to find the best candidate for every position.

Team building

Internal Presenter ---perhaps purchase of a book of team building activities that could be carried out during the session. You could run the sessions for departments or offices so people could work on skills with normal coworkers

GOAL: To have individuals learn to work together in identify and working through problems. By practicing situations of group problem solving, members can understand the most effective ways to work together in a productive manner.

**** Coaching Effectively/Motivation in the Workplace**

Video

Presenter

GOAL: The goal of effective coaching is to guide your staff in a productive manner towards the goals you want your department to achieve. This program teaches how to coach and why it can be effective in the work place.

Leadership Book Club

Internal Leader—has one-person take charge of organizing the event, but allow for a rotation of people to take turns leading the sessions.

GOAL: The goal would be to meet once a quarter to discuss a book on leadership that has application in the workforce. It would be made up of a group of individuals interested in engaging in conversation concerning the book of the quarter. This provides a way for ideas to be shared among workers. Books could include such titles as *Who Stole my Cheese* and *Fish*.

Self-Management Skills

(those competencies a staff member needs to generally function successfully in accomplishing their assigned job)

**** Time Management—175 ways to get more done in less time**

Presenter (either internal or external)

GOAL: The course will allow you to make the most of your limited time by providing skills to accomplish more things in a shorter amount of time due to better organization and the ability to prioritize.

**** Creating a constructive workplace environment**

Internal presenter

GOAL: Allows employees to understand how important the workplace environment can be and how conflict within the workplace can have a negative impact on a department. The seminar would teach skills and basic behaviors to create a comfortable work environment and also include information on how to overcome disagreements or dislike so the employee or department may still be productive. Will cover conflict resolution procedures.

How to be a Team Player—knowing when to cooperate

Presenter

GOAL: Learn to work in groups in a productive manner where all members' ideas are respected. This may help a person learn to accept other individual's ideas and learn to handle constructive criticism.

**** How to Deal with Difficult People**

Internal Presenter

GOAL: Learn strategies that are effective when dealing with difficult people. To learn skills that help provide excellent customer service to all individuals who come in contact with Juniata.

Connections- Delivering Service Excellence

Presenter

GOAL: The Connections program is devoted to increasing the quality of service delivered by employees. Connections discusses how everybody has a responsibility in elevating Juniata's image. By using examples it discusses how we may be perceived as being less than helpful and not realize the behavior is viewed as inconsiderate.

Communication Skills

**** Listening Skills**

Internal presenter--Grace Fala

GOAL: To improve listening skills and basic communication so you can improve on comprehension of conversations. This seminar will also help people listen to what is actually being said and not just hearing the information you think or want to perceive.

**** Group Communication**

Internal presenter--Grace Fala

GOAL: To increase the ability to understand and work with colleagues. The program would help a person understand how to express his or her feelings as well as work in a group situation. The ultimate goal would be to produce a more cohesive work unit.

**** Enhanced Professional Writing Seminar—include both e-mail and traditional writings**

Internal speaker—perhaps use small sessions so they can be hands-on allowing for immediate practice of skills

GOAL: Teach individuals how to write clearly and concisely. The program would also include basic email etiquette and how to best structure e-mails. This program could also contain

information on what form of correspondence you should use depending on the situation. For instance, when is it necessary to send a letter, a hand written note, an e-mail, or pick up the phone and place a call.

**** Designates programs that can be used to achieve a Certificate of Achievement in Staff Development. Employees must complete at least 6 of the designated classes to become eligible for a certificate.**

Health/Wellness

Stress Management

Internal—Beth Williams, Health and Wellness Center

GOAL: To learn useful practices to help reduce an individual's daily stress from work or home. The program will look at positive and negative stress as well as different causes of stress. The program will also teach relaxation techniques.

Cancer Awareness and Prevention

External Presenter

GOAL: To learn the latest research on common types of cancer- risk factors, detection methods and important steps everyone can take to combat this major health issue.

Heart Disease and Prevention

External Presenter or video-lecture

GOAL: A look at heart disease-what it is, how it is treated, and important lifestyle choices that give you weapons to fend it off.

Human Resources Training

Required training of all employees

Preventing Harassment Training—on-line or external presenter

GOAL: To provide the basic information needed by employees to understand how and why certain behavior can be seen as offensive.

Diversity Training/Respectful Work Environment

Presenter

GOAL: Increase a person's knowledge and understanding of the differences that exist on the Juniata campus as well as in the larger population. Information could touch on differences in individuals as well as race, religion, culture, and sexuality. Diversity training would also help an individual see the positive aspects of working with people who differ from themselves.

Safety Training

Blood Borne Pathogen Training

Internal by the Health and Wellness center

GOAL: Provide staff with knowledge of blood born pathogens that would allow them to exercise safe behavior.

Technology Training