

Fall 2009 Employee Learning Opportunities
Published by CSUSB Human Resources Department ~ <http://adminfin.csusb.edu/HRD>

OCTOBER 2009

Topic - Date – Time - Location	Facilitator(s)	Description
<p>Brown Bag Series: “A Caregiver’s Conundrum: Taking Care When Giving Care”</p> <p>10/6</p> <p>12:00pm – 1:00pm</p> <p>Pine Room, Lower Commons</p>	<p>Dr. Connie Taylor EAP Counselor</p>	<ul style="list-style-type: none"> • Family caregivers may reach their limits—and still be asked to take care of other loved ones, for example, aging parents, siblings, grandchildren, and other extended family members. We’ll talk about how it feels to be burned-out: physically, emotionally and spiritually and move to a discussion of proactive steps you can take now to help battle those inevitable days of caregiver burn-out. We hope to encourage family caregivers to voice their truths—about their experiences, their worries, their concerns and their guilt. The ones they wear on their face (“their public truth”) and the ones that weigh on the hearts (“their private truth”). <i>Taking care of yourself will enhance your ability to take care of others.</i> • Maximum class size: 25 participants
<p>Dealing with Difficult People</p> <p>10/9</p> <p>1:00pm – 3:00pm</p> <p>Palm Desert Campus</p>	<p>Rowena Casis-Woidyla Human Resources</p>	<ul style="list-style-type: none"> • Let’s face it – nobody’s difficult all of the time (and everybody’s difficult some of the time). Understanding difficult people makes dealing with them less frustrating. We’ll examine different types of difficult people; learn about the “Cycle of Conflict” and an approach to help reinforce the most positive behavior in everyone. • Maximum class size: 24 participants
<p>Managing Voicemail & E-mail Minutiae</p> <p>10/13</p> <p>9:00am – 11:00am</p> <p>Panorama Room, Lower Commons</p>	<p>Rowena Casis-Woidyla Human Resources</p> <p>Melissa Spagnuolo Administration & Finance</p>	<ul style="list-style-type: none"> • Research shows more than two million e-mails are sent every second and many people open an e-mail within six seconds of receiving it. This is why voicemail and e-mail management is so important! Register for this session to learn tips and techniques on how to manage your voicemail and e-mails. • Maximum class size: 20 participants
<p>Understanding Addictions</p> <p>10/20</p> <p>9:30am -11:30am</p> <p>Sycamore Room, Lower Commons</p>	<p>Cathy Rasmusson, MHA Wellness Program Manager Blue Shield of California</p>	<ul style="list-style-type: none"> • Do you have a friend or family member that is battling an addiction? This session will help you understand the addiction cycle. You will gain knowledge on the following: 1) Progression from use, to abuse, then into addiction, 2) Alteration of behaviors, beliefs and actions, 3) Changes in brain chemistry, 4) Effects of psychoactive substances including alcohol, narcotics (legal and illegal), stimulants (amphetamines, nicotine, caffeine and sugar) and marijuana, 5) Drug tolerance and craving, 6) Consequences of addiction, and 6) Recovery. • Maximum class size: 40 participants
<p>Travel Guidelines</p> <p>10/21</p> <p>9:00am - 11:00am</p> <p>Sierra Hall, Room 126</p>	<p>Judy Torres Accounts Payable</p>	<ul style="list-style-type: none"> • This travel workshop is primarily designed to provide basic information and instruction to individuals who prepare travel advance requests and expense claims, whether you are faculty, administrator, or support staff. New employees with this responsibility are strongly encouraged to attend. • Maximum class size: 15 participants

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<p>Diversity Awareness: Stepping Stones I</p> <p>10/21</p> <p>8:00am – 4:30pm (includes one hour lunch break on your own)</p> <p>Eucalyptus Room, Lower Commons</p>	<p>Dr. Nena Torrez Language, Literacy, & Culture</p> <p>Carmen Carswell Academic Computing & Media</p>	<ul style="list-style-type: none"> • Participants will be introduced to basic cultural concepts, definitions, and competencies as well as explore aspects of human differences, prejudices, biases, and disparities of power in our society. This powerful session is interactive and brings about awareness of our personal views through group activities and videos. This course is mandatory for new employees. • Maximum class size: 30 participants
<p>Conducting Effective Meetings, Teleconferences, and Webcasts</p> <p>10/28</p> <p>9:00am – 11:00am</p> <p>Panorama Room, Lower Commons</p>	<p>Rowena Casis-Woidyla Human Resources</p> <p>Melissa Spagnuolo Administration & Finance</p>	<ul style="list-style-type: none"> • Over 73 million meetings are held around the world every day. Join us for this impactful session where we will share proven methods for conducting effective meetings. With a little work, any organization can start conducting meetings that are shorter, more productive, and a lot more fun. • Maximum class size: 20 participants
<p>Budgeting for the Holidays</p> <p>10/29</p> <p>12:00pm – 1:00pm</p> <p>Panorama Room, Lower Commons</p>	<p>Lori Lamb Credit Education Supervisor Springboard Nonprofit Consumer Credit Management</p>	<ul style="list-style-type: none"> • This informative and entertaining seminar will show you how to prepare for costs associated with the holidays, manage your holiday spending, and begin your New Year without holiday debt. • Maximum class size: 30 participants
<p>MEDIC First Aid BasicPlus CPR, AED and First Aid Training for Adults</p> <p>10/29</p> <p>9:00am – 4:00pm (includes one hour lunch break on your own)</p> <p>Pine Room, Lower Commons</p>	<p>Catherine Schinhofen Environmental, Health and Safety</p>	<ul style="list-style-type: none"> • This is a comprehensive session in emergency first aid care for lay rescuers in occupational settings. The core portions of these programs are designed to provide the minimum knowledge necessary for a first aid provider to initially manage a medical emergency. You will learn how to better recognize a medical emergency, overcome any hesitations in deciding to help, identify hazards and ensure personal safety, activate the Emergency Medical Services (EMS) system, and provide supportive, basic first aid care for seriously ill or injured victims before professional medical care is available. • Maximum class size: 10 participants

NOVEMBER 2009

<p>The Reclassification Process</p> <p>11/3</p> <p>9:00am – 11:00am</p> <p>Panorama Room, Lower Commons</p>	<p>Twillea Evans-Carthen Human Resources</p>	<ul style="list-style-type: none"> • Have you ever wondered how to prepare a reclassification request? This informative workshop will focus on what the process entails; steps in pursuing a reclassification, timelines, and guidelines for preparing your position description and other necessary paperwork. This will assist employees in understanding when a reclassification may be appropriate, and what to expect as the process moves along. • Maximum class size: 25 participants
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<p>Brown Bag Series: “Strategies for Surviving the Holidays”</p> <p>11/10</p> <p>12:00pm – 1:00pm</p> <p>Pine Room, Lower Commons</p>	<p>Dr. Connie Taylor EAP Counselor</p>	<ul style="list-style-type: none"> • Now that Halloween is over with, we're all gearing up for the holidays ahead. Or are we? Even though we know it's coming, many of us are taken by surprise when the holiday season actually starts. Imagine what the holidays can do to someone who is dealing with a life-limiting illness, someone who has just lost a loved one or families who are financially strapped. Join this Brown Bag series as we discuss some survival strategies for getting through the holidays. Take a deep breath, take a look at the strategies, and most importantly, give yourself a break this year. • Maximum class size: 25 participants
<p>Workplace Violence Prevention & Sexual Harassment Avoidance</p> <p>11/12</p> <p>9:00am – 11:00am</p> <p>Pine Room, Lower Commons</p>	<p>Dale T. West Human Resources</p> <p>Chief Jimmie Brown University Police</p>	<ul style="list-style-type: none"> • CSUSB has a “zero” tolerance policy for workplace violence. This session will provide valuable insight into the definition, prevention and resolution of both workplace violence and sexual harassment in these critical areas. Videos are incorporated as well as tactics to take in the event of an incident on campus. • Maximum class size: 20 participants
<p>Managing Change Through Turbulent Times</p> <p>11/13</p> <p>1:00pm – 2:30pm</p> <p>Palm Desert Campus</p>	<p>Dr. Connie Taylor EAP Counselor</p>	<ul style="list-style-type: none"> • Why do some people appear to manage change and stress more easily than others? How can you learn to improve your adjustment to unwelcome or unpredictable alterations in your life plans? By attending this workshop, you will have the opportunity to learn more about how the changes in society, the workplace and the family affect us as individuals and as a community. Participants will gain insight into new attitudes and novel ways of coping with stressful times. • Maximum class size: 24 participants
<p>Ethics in the Workplace: Deciding Difficult Dilemmas</p> <p>11/18</p> <p>9:00am – 11:30am</p> <p>CE-104, College of Education</p>	<p>Rowena Casis-Woidyla Human Resources</p> <p>Carmen Murillo-Moyeda Public Affairs</p> <p>Dale T. West Human Resources</p>	<ul style="list-style-type: none"> • In this session, participants will understand that there really is only one way to behave - the ethical way! Participants will learn: 1) the 3 Rs of ethics – respect, responsibility, and results, 2) How to say ‘no’ with tact, 3) How to manage conflicting rights, and 4) How to ‘walk the (ethics) talk’ • Maximum class size: 24 participants
<p>Conversations on Diversity Series: “The Mass Incarcerations of Japanese Americans”</p> <p>11/19</p> <p>12:00pm – 1:30pm</p> <p>Santos Manuel Student Union</p>	<p>Dr. Lane Ryo Hirabayashi Chair, Asian American Studies Department University of California, Los Angeles (UCLA)</p>	<ul style="list-style-type: none"> • The “Conversations on Diversity” Series is a lecture/performance series to stimulate discussion about the full range of issues pertaining to diversity in our contemporary world. For more information or accommodations, contact Twillea Evans-Carthen at (909) 537-5138 or Mary Texeira at (909) 537-5547. • Maximum class size: N/A

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<p>MEDIC First Aid BasicPlus CPR, AED, and First Aid Training for Adults</p> <p>11/20</p> <p>9:00am – 4:00pm (includes one hour lunch break on your own)</p> <p>Pine Room, Lower Commons</p>	<p>Catherine Schinhofen Environmental, Health and Safety</p>	<ul style="list-style-type: none"> • This is a comprehensive session in emergency first aid care for lay rescuers in occupational settings. The core portions of these programs are designed to provide the minimum knowledge necessary for a first aid provider to initially manage a medical emergency. You will learn how to better recognize a medical emergency, overcome any hesitations in deciding to help, identify hazards and ensure personal safety, activate the Emergency Medical Services (EMS) system, and provide supportive, basic first aid care for seriously ill or injured victims before professional medical care is available. • Maximum class size: 10 participants
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DECEMBER 2009

<p>Brown Bag Series: “Stress Management: How to Reduce, Prevent, and Cope With Stress”</p> <p>12/8</p> <p>12:00pm – 1:00pm</p> <p>Pine Room, Lower Commons</p>	<p>Dr. Connie Taylor EAP Counselor</p>	<ul style="list-style-type: none"> • It may seem that there’s nothing you can do about your stress level. The bills aren’t going to stop coming, there will never be more hours in the day for all your errands, and your career or family responsibilities will always be demanding. But you have a lot more control than you might think. In fact, the simple realization that you’re in control of your life is the foundation of stress management. Join in this Brown Bag discussion of how to manage the “stressors” in our life. The ultimate goal is a balanced life, with time for work, relationships, relaxation, and fun – plus the resilience to hold up under pressure and meet challenges head on. • Maximum class size: 25 participants
<p>Work/Life Balance is not a Gender Issue</p> <p>12/10</p> <p>9:00am – 11:00am</p> <p>Panorama Room, Lower Commons</p>	<p>Rick Craig Recreational Sports</p> <p>Twillea Evans-Carthen Human Resources</p>	<ul style="list-style-type: none"> • This workshop has something for everyone! Learn how to transform your life by managing the demands of work and home. You will complete an assessment to review your work-life balance. Power tips and tools will be shared to help you better handle work/life situations and develop techniques to realize full potential at home and work. As part of this session, you will learn about defining values, purpose, roles and then set goals and plans to lead a fulfilling, well balanced life in each of your identified key focus areas. • Maximum class size: 30 participants

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<p>MEDIC First Aid BasicPlus CPR, AED, and First Aid Training for Adults</p> <p>12/14</p> <p>9:00am – 4:00pm (includes one hour lunch break on your own)</p> <p>Pine Room, Lower Commons</p>	<p>Catherine Schinhofen Environmental, Health and Safety</p>	<ul style="list-style-type: none"> • This is a comprehensive session in emergency first aid care for lay rescuers in occupational settings. The core portions of these programs are designed to provide the minimum knowledge necessary for a first aid provider to initially manage a medical emergency. You will learn how to better recognize a medical emergency, overcome any hesitations in deciding to help, identify hazards and ensure personal safety, activate the Emergency Medical Services (EMS) system, and provide supportive, basic first aid care for seriously ill or injured victims before professional medical care is available. • Maximum class size: 10 participants
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ONGOING WORKSHOPS

<p>An Overview of Sexual Harassment for Supervisors</p> <p>NOTE: Please contact Human Resources to gain access to the online course. This is a <u>required course</u> for new employees who direct the work of others.</p>	<p>On-line Program administered by Workplace Answers</p> <p>hrtrain@csusb.edu</p> <p>(909) 537-3125</p>	<ul style="list-style-type: none"> • As a result of legislation (AB 1825), all employees in a supervisory capacity must complete this course within 6 months of hire or assumption of supervisory responsibilities. This is a 2-hour CSU customized program that provides interactive training with a focus on federal and state statutory provisions, prevention and correction of sexual harassment and remedies available to victims.
<p>New Benefits Orientation</p> <p>NOTE: This course is offered monthly (as needed). You will be notified by Human Resources for the next training date.</p>	<p>Lillian Hernandez Human Resources</p>	<ul style="list-style-type: none"> • This session introduces a new employee to benefits the CSU provides. This includes an overview on eligibility, medical, dental, life insurance, retirement, direct deposit, etc. and other programs coordinated through our vendor partners.
<p>New Employee Orientation</p> <p>NOTE: This course is offered monthly (as needed). You will be notified by Human Resources to be placed on the list for the next training date.</p>	<p>Twillea Evans-Carthen Human Resources</p>	<ul style="list-style-type: none"> • This informative orientation program is designed for new CSUSB staff and administrators. You will be contacted to attend this introductory workshop to our campus and the many programs available to you as an employee.
<p>Office Max Direct Ordering</p> <p>NOTE: This course is offered monthly. Please contact Purchasing to be placed on the list for the next training date.</p> <p>To receive access code and procedure instructions, download and complete the form, OFFICE MAX WEBSITE ACCESS from CSUSB's Purchasing website at http://purchasing.csusb.edu/officemax.htm</p>	<p>Jennifer Farley Purchasing</p> <p>jfarley@csusbs.edu</p> <p>(909) 537-3352</p>	<ul style="list-style-type: none"> • Learn how to order office supplies and equipment utilizing the Office Max website to send your order directly to the vendor which provides next day delivery if your order is completed by 3:00pm. It allows you to create your own customized shopping list, browse the Office Max on-line catalog for product information, access our discounted prices, and verify product availability.

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<p>Purchasing Card</p> <p>NOTE: This course is offered monthly (as needed). Please contact Purchasing to be placed on the list for the next training date. This is a <u>required course</u> for those who will be assigned a P card.</p> <p>You will also be required to complete an on-line course on Ethics Regulation and Conflict of Interest coordinated by Human Resources and administered by Workplace Answers.</p>	<p>Vicki Clowdus Jennifer Farley Purchasing</p> <p>vclowdus@csusb.edu jfarley@csusb.edu</p> <p>(909) 537-5142</p>	<ul style="list-style-type: none"> • Come learn about the University's Procurement Card program! This campus-issued card may be used to achieve cost savings and improve processing time for your department's purchasing needs. Cardholders must be knowledgeable of, and comply with purchasing procedures, as well as Procurement Card procedures and restrictions. Current cardholders and approving officials are welcome to attend.
<p>Recruitment & Selection Process Using New Technology</p> <p>In order to take the Recruiting Solutions workshop, you need to complete the CSUSB Information Security Training prior to registering for this workshop.</p> <p>NOTE: This course is offered monthly (as needed). Please contact the Human Resources Department to be placed on the list for the next training date. This is a <u>required course</u> for all new Search Committee members.</p>	<p>Twillea Evans-Carthen Human Resources</p>	<ul style="list-style-type: none"> • Learn about the elements of a successful recruitment, tips for evaluating applications online using Recruiting Solutions and resumes, and techniques in assessing a candidate's qualifications after the interview is over. Interviewing techniques will also be covered. This class is for managers, supervisors and staff who are involved in the recruitment process. Come see how you can make those first months on the job a success for you and your staff. • Prerequisite: CSUSB Information Security Training. To register for the CSUSB Information Security Training, go to https://info001.csusb.edu/cms/reg/courseview.php. At the 'Register for On-Line Training' option select SB99101 and fill out the on-line request. If you believe you have completed this requirement, check your training records at https://info001.csusb.edu/cms/reg/mytrain_index.php. Contact cmstrain@csusb.edu for Training Record questions. Next, complete the Request Training for Recruitment & Selection Process for New Technology training. At the CMS Training Registration page, just below On-Line Training Requests is the drop down menu to Request Training. Select the Recruitment & Selection Process for New Technology course. Your request will be processed within 48 hrs.
<p>Workplace Violence Prevention & Sexual Harassment Avoidance</p> <p>NOTE: This is a different and separate workshop from the online Sexual Harassment Overview course. To register for this instructor-led course, please contact Human Resources at (909) 537-3125 or hrtrain@csusb.edu to be placed on the list for the next training date. This is a <u>required course</u> for new employees.</p>	<p>Dale T. West Human Resources</p> <p>Chief Jimmie Brown University Police</p>	<ul style="list-style-type: none"> • CSUSB has a "zero" tolerance policy for workplace violence. This session will provide valuable insight into the definition, prevention and resolution of both workplace violence and sexual harassment in these critical areas. Videos are incorporated as well as tactics to take in the event of an incident on campus.