S.M.A.R.T. WORKSHOPS Menu

PERFORMANCE MANAGEMENT SERIES

- **A Convenient Truth: Climate Change & Conflict in the Workplace**. This keystone workshop for the Performance Management Series focuses on five easy steps managers can take to avoid misunderstanding and conflict at the earliest stages. We often find that these exact types of misunderstandings are at the core of our most complicated employment liability cases.

- **Where's Waldo?: Tools For Managing Employee Attendance**
  This workshop explains the differences between exempt vs. non-exempt employees, and provides a framework for encouraging improved attendance. Whether you think your employee may have an issue with excessive absenteeism, tardiness, or "presentee-ism," this class will give you the tools you need to deal with the issues.

- **Employee Conduct Problems**. Learn simple approaches to responding to employee misconduct to reduce conflict, increase performance and prevent employment liability issues. We will emphasize management's responsibility for addressing these issues quickly and effectively.

- **How the Department Got Its Groove Back**. Looking to improve morale, retention and productivity in your department? Learn to help your employees help you. This workshop provides managers with easily implemented ideas for improving employee performance and increasing employees' emotional and intellectual connection to work.

- **Top Ten Ways to Appreciate Your Staff**. Learn techniques that are sure to create a happier, healthier, more productive office.

- **Employee Relations Solutions: HELP! for Managers & Supervisors**. Comprehensive overview course that helps managers and supervisors understand the core principles of effective employee management. Learn to improve your management skills through effective and clear communication. Get the knowledge and skills you need to identify and resolve the three most common problems: performance, attendance and conduct. We'll talk about corrective action and

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progressive discipline, and how to do both, while staying within policy. (Part of the Supervisory Certificate Program. *$70 Training and Development fee*).

- **Talk to Me: Communications Strategies.** Are you reluctant to have that performance evaluation conversation? Is there tension in your workplace? Are you dissatisfied with employee performance? Don't let fear of confrontation get in the way of your goals. We'll take an in-depth look at the best - and worst - ways to communicate with your staff.

BEST PRACTICES SERIES

- **20/20: Hiring from a Management Perspective**. Learn how to prevent employee problems down the road by identifying and appropriately acting on clues during the hiring process. This in-depth "managers only" training is designed to improve managers' ability to review applications and interview candidates looking for obvious yellow flag issues and concerns that should be considered as part of the hiring decision. *(This course assumes basic knowledge learned in Human Resources' "Employee Hiring Process" course.)*

- **Show Me the Money!** We will give you basic training on appropriate pay practices to ensure compliance with applicable laws. We will provide you with a solid understanding of general wage and hour issues, such as exempt vs. non-exempt status, overtime, breaks, and employee requirement for non-work time. Learn how to properly keep track of employee hours!

- **CSI UCSB: Investigating Employee Misconduct**. Learn the right way to investigate potential employee misconduct, including how to interview witnesses. We will cover a process for conducting investigations so that you get the information you need to respond to misconduct with appropriate disciplinary measures, while respecting employee rights.

- **So, Where is the Social Networking Policy? NALOPKT. LOL.** Technology advances at warp speed and we try to take advantage of its pros while struggling to deal with its cons. How should you deal with the use of personal technology in the workplace? How should you treat information gleaned from social networking sites? Let this workshop help you navigate the rapid changes taking place in the workplace as a result of technology.

- ~~**Injury, Disability, & Stress, Oh My! Successfully Managing Injuries and Disabilities in the Workplace**~~

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~~This workshop demystifies the process that takes place when an employee has a disability or is injured – whether on the job or not – by providing general information as well as short, simple answers to three critical questions: What's a protected disability? What's the interactive process? What's a reasonable accommodation?~~

- ~~**Family Medical Leaves.** Let us help you navigate the complex and constantly changing maze of laws and policies regarding Family and Medical Leave. We'll discuss when you're required to declare FML, how to figure out your employee's time off, how to work with returning employees – and why it's important! *(Presented in partnership with Disability Management.)*~~

- ~~**Please Excuse Me: Managing Employee Leaves**~~
  ~~Learn to navigate the complex maze of laws and policies regarding employee leave. We'll discuss how to figure out your employee's time off, including sick days, vacation, family medical leave-- and why it's important! We'll also address worker's compensation, and help you follow the rules.~~

- **Managing in a Union Environment/Smooth Sailing**. Supervising represented employees and navigating the various union contracts that govern their terms and conditions of employment are growing challenges. This workshop provides a brief overview of the basics of managing employees in a unionized environment. The course will provide you basic guidance on what you need to know for effective management in a union environment, including: how employees get represented how collective bargaining agreements are negotiated and what happens when a represented employees files a grievance?

- **Layoff Strategies and Procedures**. Explore techniques for communicating when implementing layoffs and reductions in time. We will provide you with tools to help you avoid misunderstandings and potential claims in response to layoff notices. We will offer strategies for handling workload and filling vacant positions.

- **Becoming a Conflict Chameleon: Building Effective Partnerships with Faculty (Presented in Partnership with the Office of the Ombuds).** This newly offered course is designed to help Managers and Supervisors establish and foster successful and positive working relationships with faculty. Managers and Supervisors will work with their peers to apply techniques to real-life situations and explore practical solutions. Upon completion of this workshop, each participant will be able to:

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- Describe the differing perspectives of faculty and staff and their impact
- Explain key principles for forming and maintaining productive partnerships
- Understand strategies to navigate situations that require flexibility and compromise from either partner
- Utilize new skills for exhibiting resilience and professional growth as a result of challenging interactions

- **Onboarding and Engagement - The Secret Sauce!** You have spent a substantial number of hours recruiting your new employee, now what? Do you have a plan and process in place for your employee's first day of work? First month? First year? According to a study done by the University of Michigan and the U.S. Department of Labor, it typically takes 45 days for a new employee to reach full productivity. The potential downsides of failing to effectively onboard an employee include that individual's failure in the role, potential embarrassment to the organization, resignation or termination, and having to start the hiring process over which results in more expense to the University. Your role as a manager or supervisor does not end there. Engagement is key so that your employees maximize his/her performance. Learn what you as a manager or supervisor can do to empower, enhance, enable, and engage your employees to go above and beyond the minimum requirements of their job.

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