



M
**LEARNING &
PROFESSIONAL
DEVELOPMENT**
UNIVERSITY OF MICHIGAN



2018-2019 CATALOG

WELCOME

The University of Michigan is committed to the personal and professional development of our faculty and staff. Faculty and staff members are critical to achieving our education, research and patient care missions. By providing ongoing opportunities to learn and grow, we help both the individual and the organization thrive.

The best leaders understand the need for continuous learning to help keep pace with a rapidly changing work environment. Just as individuals must play a role in shaping their own development, leaders must provide opportunities, including time, to pursue them.

According to the 2017 employee satisfaction and engagement report from the Society for Human Resource Management, employees are more satisfied with their job and organization when they feel their skills, abilities and potential are fully utilized. By offering courses and other opportunities, such as those offered by Learning & Professional Development, we can create a more effective workforce and more satisfying place to work.

We encourage all faculty and staff to take advantage of the broad range of professional development opportunities available and to take ownership of managing their own career success.

In the spirit of partnership, growth and possibilities,

The university's Organizational Learning department seeks to empower people through lifelong learning, and we are committed to providing you the tools you need to learn, grow, and succeed in your career. Through professional and leadership development opportunities for faculty and staff, as well as training and other resources as part of the university's diversity, equity and inclusion initiative, we strive to be your trusted partners in developing people, building organizational capacity, and inspiring a culture of lifelong learning.

New for this year, Organizational Learning has identified online offerings from Lynda.com, available at no cost to U-M faculty and staff, that can augment our in-person learning opportunities. Simply use your university credentials to login and gain access to hundreds of free tutorials taught by industry experts.

In this catalog, you'll find more than 100 courses to help U-M staff improve skills and abilities in their current jobs, and to support their future career growth. These courses, along with conferences, special events, and customized consulting services, are offered by Learning & Professional Development, a division of Organizational Learning.

We look forward to working with you and your teams to develop and refine the skills needed to support our university's workforce now and into the future. More information about the courses, special programs, and consulting offered by Learning and Professional Development can be found at lpd.umich.edu. We hope you take advantage of all Organizational Learning has to offer, and see you at an upcoming session soon!

Warmest regards,



Mark S. Schlissel
President



Laurita Thomas
Associate Vice President for
University Human Resources



Sonya Jacobs
Chief Organizational Learning Officer

LPD COURSES

Thanks to feedback from hundreds of class participants, Learning & Professional Development's curriculum has grown to include well over 100 personal and professional development opportunities. These programs and courses are designed to be relevant, providing skills you can apply directly to your work.

7 SKILLS THAT GIVE YOU THE EXTRA EDGE!

The most successful people are more than merely good technicians and "people-people." In this session you will be introduced to the seven skills that will give you additional professional impact, practice each skill and then identify which ones will help you the most in your own life.

Communication & Listening, Leadership Development

LDC1902 | 09/27/18, 8:30am-12:00pm | Cost: \$179

APPLIED PROJECT PLANNING AT U-M (NEW)

At U-M there are a lot of complexities when starting a project and good planning is what will set your projects up for success. But where do you start? Who do you engage? What questions do you ask? How do you translate high-level goals into an actionable plan? This hands-on class will demonstrate the practical application of project management skills and guide you through the do's and don'ts of starting a project.

Project & Task Management

PTM1809 | 07/17 and 07/18/18, 8:30am-12:00pm | Cost: \$399

PTM1903 | 12/05 and 12/06/18, 8:30am-12:00pm | Cost: \$399

PTM1906 | 02/20 and 02/21/19, 8:30am-12:00pm | Cost: \$399

PTM1908 | 06/11 and 06/12/19, 8:30am-12:00pm | Cost: \$399

AVOIDING GROUP THINK

Group think is defined as: "the practice of thinking or making decisions as a group in a way that discourages creativity or individual responsibility." While we feel that surrounding ourselves with like minds can produce a powerful end product, the truth is very much the opposite. The good thing is that you can get out and stay out of group think and re-energize your creative work processes.

Team Development & Dynamics

Unit Request Only - Contact LPD for additional details

BECOMING A LEADER WHO FOSTERS INNOVATION

In our modern fast-changing environment, business leaders regularly rank creativity and innovation among their top strategic priorities. They realize that without new sources of value their organization will eventually wither and die. However, the development and implementation of creative and innovative strategies can prove to be elusive, complex and messy unless they are built on a solid understanding of the fundamental elements needed to nurture creativity and innovation.

Leadership Development, Team Development & Dynamics

TDD1906 | 06/11/19, 9:00am-4:00pm | Cost: \$229

BOOSTING YOUR SELF-ESTEEM AND CONFIDENCE

Pioneering psychologist Dr. Nathaniel Branden writes, "The reputation you have with yourself—your self-esteem—is the single most important factor for a fulfilling life." Are you critical of yourself? Are you an over-achiever? Do you feel like you have to be perfect? Do you feel selfish when you put your own needs ahead of others? This session provides a safe, supportive space to learn and practice new behaviors to facilitate lasting change.

Self Development

SFD1911 | 05/23 and 05/30/19, 1:00pm-4:00pm | Cost: \$189

BUSINESS PROCESS MAPPING

In order to successfully improve work processes, you first need to understand them. Visually representing work processes with something called a "process map" can make it much easier to follow complex flows.

Process & Organizational Management

POM1902 | 11/07 and 11/14/18, 8:30am-5:00pm | Cost: \$399

COMPETING VALUES: MAXIMIZING THE POTENTIAL OF COLLABORATION

The Competing Values Framework (CVF) is a highly-regarded and internationally valued tool that can help a team recognize and transform its culture by identifying the values, gifts and differences held by the individuals within. This fun and thought-provoking workshop offers insight into your most natural and valuable ways of contributing to your organization. It will also shine a light on resistance to and invite appreciation for the styles and contributions of others.

Self Development

SFD1903 | 11/15/18, 8:30am-12:00pm | Cost: \$179

CONFLICT MANAGEMENT SKILLS TO INCREASE ASSERTIVENESS

There is no denying that women and men handle conflict differently. Understanding the root causes of conflict and knowing how to cope with the anger and emotions are key elements to managing conflict. Learn powerful conflict management strategies that will allow you to handle difficult situations with poise and confidence.

Conflict Management & Negotiation

CMN1903 | 10/19 and 10/26/18, 9:00am-12:00pm | Cost: \$189

LPD COURSES

CONSTRUCTIVE CONFLICT: TURNING DIFFERENCES INTO PRODUCTIVITY (NEW)

This session focuses on self-awareness and introspection around conflict, ultimately leading to improved workplace results and relationships. We use the Everything DiSC Productive Conflict® assessment to help you identify and curb destructive behaviors so that conflict can become more productive.

Conflict Management & Negotiation

CMN1905 | 02/12/19, 8:30am-12:30pm | Cost: \$199

CRUCIAL ACCOUNTABILITY®

Confrontations are about that in-the-moment accountability. Developed by VitalSmarts®, Crucial Accountability® teaches a straightforward step-by-step process for identifying and resolving performance gaps, strengthening accountability, eliminating inconsistency and reducing resentment.

Conflict Management & Negotiation

CMN1902 | 10/09 and 10/16/18, 8:00am-5:00pm | Cost: \$899

DEFEATING THE 8 DEMONS OF DISTRACTION: STRATEGIES TO INCREASE PRODUCTIVITY AND REDUCE STRESS

Success at work or home often depends on effectively dealing with distractions. Although a few distractions may be easily managed, if constant, they can lead to feeling overwhelmed, irritable and ineffective.

Time Management

TMC1903 | 01/09/19, 9:00am-12:00pm | Cost: \$179

TMC1906 | 06/21/19, 9:00am-12:00pm | Cost: \$179

DELEGATING: LEADING VS. MANAGING VS. DOING

As an organization grows, effective managers and leaders need to increasingly rely on the competencies and capabilities of others to complete work. You will leave this course with the skills to become a successful delegator.

Leadership Development

LDC1918 | 05/07/19, 8:30am-4:30pm | Cost: \$249

DEVELOPING CONNECTIONS ACROSS DIFFERENCE

Personal styles, life experiences, and our skills and interests impact how we communicate with one another. Difficulties often arise when we see these factors as impediments to communication, rather than ways to help us deepen our understanding. Come to this session where, in a safe and fun environment, you will identify how bringing “your full self” can help you connect to and understand colleagues on a deeper level.

Self Development

SFD1907 | 04/11/19, 9:00am-12:00pm | Cost: \$169

DEVELOPING EXCEPTIONAL CUSTOMER SERVICE SKILLS

Come to obtain hands-on experience with important concepts and skills for delivering exceptional customer service in your unit or department.

Customer Service

CSC1901 | 10/24/18, 8:30am-12:00pm | Cost: \$179

CSC1902 | 03/20/19, 8:30am-12:00pm | Cost: \$179

DEVELOPING PERSONAL LEADERSHIP: MASTERING THE ART OF EMPOWERMENT

Your leadership style is characterized by the way you interact with your colleagues, supervisors, family and friends. Come to this session to acquire tools and strategies that will strengthen your leadership skills and further define your style.

Leadership Development

LDC1818 | 07/11/18, 1:00pm-5:00pm | Cost: \$179

LDC1910 | 01/24/19, 1:00pm-5:00pm | Cost: \$185

LDC1923 | 07/10/19, 1:00pm-5:00pm | Cost: \$185

DIFFICULT CONVERSATIONS

Using the popular book, *Difficult Conversations*, this class will explore the elements of difficult conversations, along with ways to make them less stressful and more productive.

Communication & Listening

CLC1808 | 07/12/18, 8:30am-12:30pm | Cost: \$179

CLC1902 | 01/10/19, 8:30am-12:30pm | Cost: \$185

CLC1907 | 04/26/19, 8:30am-12:30pm | Cost: \$185

CLC1909 | 07/11/19, 8:30am-12:30pm | Cost: \$185

DRIVING VALUE THROUGH PROCESS IMPROVEMENT

Refining and improving your business processes can allow you to save much needed time in your work cycles so you can allocate it elsewhere.

Process & Organizational Management

Unit Request Only - Contact LPD for additional details

EAT THAT FROG!: 21 GREAT WAYS TO STOP PROCRASTINATING AND GET MORE DONE IN LESS TIME

You're probably wondering what “eat that frog” means. This workshop will show you how to zero-in on your critical tasks and organize yourself to make the most of your day.

Time Management

TMC1905 | 06/06/19, 8:30am-12:00pm | Cost: \$179

LPD COURSES

EMBRACING CHANGE AND BUILDING YOUR RESILIENCE

Every day, we increasingly work with greater uncertainty, ambiguity and change. The most successful people deal with these elements by building their resilience to make the most of these experiences. This course will provide you with a better understanding and methods to grow your resilience while decreasing the negative impacts that accompany change.

Leadership Development, Self Development

LDC1921 | 06/13/19, 1:00pm-5:00pm | Cost: \$185

EMPLOYEE COACHING THAT WORKS

Performance coaching is an extremely valuable tool to develop and retain talented employees. The secret to good coaching is first understanding performance issues and then applying positive methods to obtain results. This session will help you learn and practice skills for positive employee coaching.

Performance Management

PMC1903 | 01/30/19, 9:00am-4:00pm | Cost: \$229

ENGAGING YOUR TEAM: THE ESSENTIAL SKILLS (NEW)

There's an art and science to building solid relationships with employees—and how well you do that can make your life as a leader much less stressful.

The well-known Gallup study saying, “People leave managers, not companies,” suggests that first line supervisors and team leaders have a significant impact not only on whether a team member stays with your team or business unit, but also on how much that individual contributes in his or her position.

Leadership Development, Team Development & Dynamics

LDC1905 | 10/25/18, 8:30am-12:30pm | Cost: \$185

ENNEAGRAM: 9 WAYS OF WORKING SMARTER

While every individual is unique, we have patterns in the way we think, feel and behave which form our identity and Enneagram personality type. The more we become aware of these gifts, the better we become at understanding others and how they see the world.

Communication & Listening

CLC1908 | 5/23 and 5/30/19, 8:30am-12:00pm | Cost: \$229

EVERYTHING DISC®—BUILDING BETTER WORKPLACE RELATIONSHIPS

Regardless of your title or role, improving your working relationships will enhance the overall quality of your work environment. Understanding and appreciating the styles of the people you work with will result in higher team morale and greater productivity. The DiSC® Workplace assessment opens the door to better understanding yourself and others.

Communication & Listening, Self Development

SFD1910 | 04/18/19, 8:30am-12:30pm | Cost: \$179

FACILITATING A SUCCESSFUL RECRUITING AND SELECTION PROCESS

This online tutorial, available through the U-M HR Recruiting and Employment Services website, is geared to assist supervisors in finding qualified candidates and hiring the best person for the job.

Performance Management

hr.umich.edu/recruiting-selection-process

FINANCE FOR THE NON-FINANCE MANAGER

If you are a manager, chances are that you need to understand finances at some level. After all, you are probably responsible for a budget and for making financial decisions. Come to this session and leave with a deeper understanding of the finance concepts and responsibilities that come with being a manager.

Self Development

SFD1902 | 11/08/18, 8:30am-12:00pm | Cost: \$179

FINDING AN EXTRA HOUR EVERY DAY: TIME MANAGEMENT AND TECHNOLOGY STRATEGIES FOR BUSY PROFESSIONALS

Everyone wishes they had extra time in their day. Explore the most common areas of productivity loss (and possible gain) affecting many busy professionals today. Come and learn useful strategies for finding at least one extra hour of productivity every day!

Time Management

TMC1907 | 06/25/19, 8:30am-12:00pm | Cost: \$179

FINE TUNING YOUR TEAM: PERFORMANCE MANAGEMENT BEST PRACTICES

You may have a team that interacts well, but unless you have embraced a performance management strategy, you probably do not have a high performing team. Performance management is not just a year-end review. It takes the full engagement of a manager throughout the year to ensure that a team has a shared vision, is working from strength, and is on-target with their objectives.

Performance Management, Team Development & Dynamics

PMC1907 | 05/17/19, 8:30am-12:00pm | Cost: \$179

FOCUSING YOUR TEAM ON THE RIGHT THINGS

Let's face reality—you and your team have FAR more work than you can possibly handle, right? So, how do you determine which activities you and your team should focus on? And how do you find ways to ensure that you have the time to invest in the activities that add the most value? Come and gain new ways of thinking strategically about your team's work.

Team Development & Dynamics

Unit Request Only - Contact LPD for additional details

LPD COURSES

FROM VERBAL COMBAT TO CONSENSUS: THE GENTLE WAY TO EARN A BLACK BELT IN COMMUNICATION

It's difficult to stay calm and focused when engaged in a heated or difficult conversation, especially if you're trying to influence the other person's behavior and they're not listening. Based upon the concepts developed by bestselling author Dr. George Thompson, in this session you will learn techniques to increase your ability to resolve these situations.

Communication & Listening

CLC1810 | 07/25/18, 8:30am-12:30pm | Cost: \$179

CLC1906 | 02/07/19, 8:30am-12:30pm | Cost: \$185

CLC1911 | 07/30/19, 8:30am-12:30pm | Cost: \$185

FUNDAMENTALS OF PROJECT PLANNING AT U-M (NEW)

A successful project planner must demonstrate flexibility and competency in many areas, from the traditional "hard" skills of managing schedule, budget and project scope to the "soft" skills of relationship building, change management and project communication. During this session, you will learn how individuals from all levels and areas of the university have the opportunity to develop and apply project management skills.

Project & Task Management

PTM1902 | 10/18/18, 8:30am-12:00pm | Cost: \$179

PTM1905 | 02/01/19, 8:30am-12:00pm | Cost: \$179

PTM1907 | 05/16/19, 8:30am-12:00pm | Cost: \$179

GENERATIONS X, Y AND BEYOND: MAXIMIZING YOUR TEAM'S SUCCESS

For the first time in our history, there are five generations in our workforce. The diverse perspectives, motivations, attitudes and needs of these generations have changed the dynamics of today's work environment. By learning the motivations and the footprint of each generation, you can leverage your team's talents and capitalize on its diversity to maximize unit outcomes.

Performance Management, Team Development & Dynamics

PMC1905 | 03/22/19, 8:30am-12:00pm | Cost: \$179

GOSSIP STOPPERS: CREATING A POSITIVE WORKPLACE

Do you feel your workplace is full of negativity and gossip? Do you find the rumor "du jour" hard to resist? Would you like your office to be more productive and less destructive? This course provides ways to eliminate gossip and negativity to create a more positive work environment.

Team Development & Dynamics, Self Development

Unit Request Only - Contact LPD for additional details

HIGH IMPACT DATA VISUALIZATION (NEW)

How can you use your data to tell its story? How do you help your audience to "get it"? We see graphs every day that are ineffective, misleading or even downright wrong. Preparing your data before you begin is essential to getting usable and reliable results. During this session, you will explore how to make sure your data is ready for analysis and work through the process of creating effective data visualizations for your reports and presentations.

Process & Organizational Management

POM1901 | 10/11/18, 9:00am-4:00pm | Cost: \$229

IMPLEMENTING BUSINESS PROCESSES: A PRACTICAL APPROACH

Are you ready to implement new or revised work processes? Implementing these changes requires adopting a structured approach. Successful results can be attained once work processes are smoothly implemented, people buy into the change, and lasting benefits are achieved and sustainable.

Process & Organizational Management

POM1904 | 05/01/19, 8:30am-4:30pm | Cost: \$249

IMPROVING YOUR INFLUENCING ABILITY (NEW)

Influencing others is about more than just getting your way. Successful influencing skills can have a positive and unifying impact on teams. As an effective influencer, you can help groups identify and work toward shared goals and overcome the challenges of working in complex and often dispersed teams.

Leadership Development, Self Development

LDC1904 | 10/03/18, 8:30am-12:00pm | Cost: \$179

INFLUENCER TRAINING™

The truth is, we all need to be better influencers. Hardly a day passes that we don't try to influence ourselves or others to do something different. In spite of the fact that we're routinely trying to help ourselves and others alter behavior, few of us can articulate a model of what it takes to do so. Drawing from the skills of many of the world's best change agents and combining them with five decades of social-science research, Influencer Training™ creates a powerful and portable model for changing behaviors.

Leadership Development

LDC1912 | 02/19 and 2/26/19, 8:00am-5:00pm | Cost: \$899

INFLUENCING MANAGEMENT AND PEERS

To be successful in the workplace, you must be able to communicate effectively with your supervisors, and to do that you must understand their needs. Keen awareness of how your skills and roles meet the needs of others in your organization helps you assess your capacity to influence others.

Leadership Development

LDC1920 | 06/13/19, 8:30am-12:00pm | Cost: \$179

LPD COURSES

JOB CRAFTING™

We all would like to think that we are thriving in our current positions. The reality is that it takes effort to do so. Job Crafting™ is a creative, visual technique that reveals fresh insights, resourceful solutions to problems, and innovative ideas about how you work. It allows you to examine your current job and document ways you can bring about changes that lead to better engagement, satisfaction and resilience.

Career Development

CAC1902 | 09/13/18, 1:00pm-4:30pm | Cost: FREE

KICKSTARTING HIGH PERFORMANCE IN YOUR TEAM

Great teams can do great things. When there is a shared vision, strong team principles and goals in place, teams thrive and individuals become empowered. Whether you have a new or existing team, investment in best practices can move your team to a higher level of performance.

Team Development & Dynamics

TDD1902 | 10/24/18, 1:00pm-5:00pm | Cost: \$185

LEADERSHIP SKILLS FOR THE ADMINISTRATIVE ASSISTANT

Individuals in a “support” role wear many hats, and sometimes need to exert authority even without an official title. This session will explore the ways that leadership skills can be exercised without a promotion.

Leadership Development, Process & Organizational Management

POM1907 | 07/26/19, 9:00am-12:00pm | Cost: \$169

LEAN TEAMS: FROM PROCESS ANALYSIS TO EFFICIENCY

Today’s work teams are required to do more with less and still perform at a high level. This workshop will help participants understand the lean way of thinking, and how it can help their work team improve performance. Participants will explore how to immediately apply some basic lean tools, such as goal redesign and process analysis.

Team Development & Dynamics

TDD1903 | 11/30/18, 9:00am-12:00pm | Cost: \$169

LISTEN UP! HEAR WHAT’S IMPORTANT, IGNORE THE REST

We are constantly bombarded by noise that makes real listening increasingly difficult. This leads to missing important information, frustration and alienation from others. This workshop will help you take control of your listening environment so you can be a better listener.

Communication & Listening

CLC1903 | 01/16/19, 9:00am-4:00pm | Cost: \$229

MANAGING AND LEADING GREAT TEAM MEETINGS

With organizational resources tighter than ever—and staff and management busier than ever—frivolous meetings are simply not an option. Ineffective, wasteful meetings create a major drag on staff morale and motivation thus affecting productivity and turnover.

Team Development & Dynamics

TDD1905 | 03/14/19, 1:00pm-4:30pm | Cost: \$179

MANAGING CONFRONTATIONAL CLIENTS

People have high expectations—and they often place extreme demands upon those who serve and work with them. Join us to get new perspectives on what customers expect today, why they are or become difficult, how to take care of yourself when things start escalating, and how you can improve communication and even de-escalate tense situations. You will also learn how to better communicate with supervisors, co-workers, students, patients, families and other university personnel—as well as how to best serve your external customers.

Customer Service

Unit Request Only - Contact LPD for additional details

MANAGING THE GENERATIONAL SHIFT

Baby Boomers are retiring from the workforce at a rate of 10,000 per day. With these retirements, we are seeing a wave of Millennials entering the workforce. This new generation comes with a new set of expectations and behaviors. By learning the motivations of Millennials, you will be able to understand how to manage retention, training, accountability, rewards and performance management.

Performance Management, Team Development & Dynamics

PMC1902 | 12/07/18, 8:30am-12:00pm | Cost: \$179

MANAGING UP: THE DO’S AND DON’TS OF WORKING WELL FOR OTHERS

Effectively working with your manager to achieve mutual success can benefit your own job satisfaction, your career and your value-add contributions to your team. Managing Up looks at ways to better understand your manager’s style and needs, so that you can flex to better anticipate and take action, while ensuring you have tools to better communicate your own accomplishments and needs.

Leadership Development

LDC1906 | 11/01/18, 1:00pm-4:30pm | Cost: \$179

LDC1913 | 02/20/19, 1:00pm-4:30pm | Cost: \$179

LPD COURSES

MASTERING GOAL ACHIEVEMENT: FIVE POWER STEPS

Why do so many people have a hard time achieving their goals? What pitfalls do people most often encounter when striving to reach their goals? Based on the findings of Dr. Heidi Grant Halvorson and other social scientists, these questions will be answered in this session.

Career Development, Self Development

CAC1905 | 01/17/19, 8:30am-12:00pm | Cost: FREE

MIND YOUR MANNERS! WORKPLACE ETIQUETTE

Workplace etiquette goes far beyond what Emily Post could ever cover in her rules. The modern workplace is comprised of mixed generations, changes and stresses beyond your control. For some, this is brand-new territory, and we sometimes feel confused by what is or is not appropriate. Workplace issues ranging from how you communicate with others to how you present yourself will be covered in this interactive workshop.

Self Development

SFD1817 | 07/12/18, 1:00pm-4:30pm | Cost: \$179

SFD1914 | 07/16/19, 1:00pm-4:30pm | Cost: \$179

MINDFUL COMMUNICATION

Mindful communication happens when you are truly in the present and can exercise curiosity, kindness and compassion. You avoid harsh language, gossip, and other things that can put you in a position of confrontation. This session will focus on how you can be more mindful in your communication and connect better.

Communication & Listening

CLC1809 | 07/24/18, 9:00am-12:00pm | Cost: \$169

CLC1901 | 10/31/18, 9:00am-12:00pm | Cost: \$169

CLC1905 | 01/31/19, 9:00am-12:00pm | Cost: \$169

CLC1910 | 07/23/19, 9:00am-12:00pm | Cost: \$169

NO-FAIL EMAIL

Email has become the most commonly used form of communication in the workplace; it is also the most frequently misunderstood. Learn how to use email to enhance, not sabotage, your communication.

Communication & Listening, Reading & Written Communication

CLC1904 | 01/17/19, 1:00pm-4:30pm | Cost: \$185

OPTIMIZING YOUR MICROSOFT OUTLOOK: MANAGING YOUR TIME MORE EFFECTIVELY

This program will feature strategies for using Microsoft Outlook, not only for email management, but for more effective time, project, people and idea management also! It will be perfect for those on campus using Microsoft Outlook as their primary email and calendaring tool.

Time Management

TMC1901 | 09/20/18, 10:00am-11:30am | Cost: \$79

OPTING FOR OPTIMISM: TIPS AND STRATEGIES FOR FOCUSING ON THE POSITIVE

Staying optimistic when in turbulence can sometimes be difficult and overwhelming. This class explores how optimistic approaches to work can create a positive work experience, even in times of challenge or change.

Self Development

SFD1912 | 06/06/19, 1:00pm-4:00pm | Cost: \$169

PEER LEADERSHIP: GETTING RESULTS WITHOUT AUTHORITY

No matter what your organizational level, everyone is a leader. This class will help you identify your innate leadership skills and show you how you can use them to be more successful and effective in your daily work life.

Leadership Development

LDC1901 | 09/11, 09/18 and 09/25/18, 1:00pm-4:30pm | Cost: \$269

LDC1915 | 04/03, 04/10 and 04/17/19, 1:00pm-4:30pm | Cost: \$269

LDC1922 | 06/18, 06/25 and 07/09/19, 1:00pm-4:30pm | Cost: \$269

PLANNING FOR THE FUTURE: LINING UP YOUR BEST TALENT

To develop effective leaders and manage the university's best assets—its people—it becomes imperative to design a strategy or model to fill talent gaps. Succession planning, talent reviews and identification of future leaders or other individuals to fill unit/department critical roles is important to maximize your workforce potential.

Project & Task Management

PMC1904 | 02/26/19, 8:00am-5:00pm | Cost: \$259

POSITIVE DEVIANCE: HOW TO BE A REBEL FOR A GOOD CAUSE

A deviant is someone who veers from a cultural norm, diverges from a beaten path or thinks beyond the typical box. We generally consider deviance to be a problem. The term "positive deviance," however, describes uncommon behaviors or strategies that are good. They are practices that are not normal, have positive outcomes and will move the organization to a better place.

Leadership Development

LDC1911 | 02/06/19, 8:30am-12:00pm | Cost: \$179

POSITIVE LEADERSHIP: IT'S IN EVERY ONE OF US

The practice of positive organizational psychology suggests that regardless of our role, we each have the capacity to be a leader who positively influences our own vitality and productivity and also that of our colleagues and organizations. With an understanding of some research-based principles—and experience with positive leadership practices—you can claim your identity as a positive leader and lead yourself and your organization to greater good, whatever your position or role.

Leadership Development

LDC1907 | 01/16/19, 8:30am-12:00pm | Cost: \$189

LPD COURSES

PREPARE, PRACTICE AND PRESENT

This course provides interactive activities to help you prepare and deliver professional presentations. You will receive individualized feedback and reviews of in-class presentations.

Presentation Skills

PSC1902 | 03/13/19, 8:30am-5:00pm | Cost: \$249

RAISING YOUR EMOTIONAL INTELLIGENCE: THE WORKPLACE SUCCESS ADVANTAGE

Research has shown that high levels of emotional and social intelligence (ESI) are twice as important as technical skills in the job performance of individuals and teams. While it may sound soft and fuzzy, emotional and social intelligence is critical in managing and collaborating to drive results.

Conflict Management & Negotiation

CMN1807 | 07/10/18, 8:30am-4:30pm | Cost: \$259

CMN1908 | 07/09/19, 8:30am-4:30pm | Cost: \$249

REVIEW! RENEW! RECOMMIT! STRATEGIES FOR ENJOYING AND ENHANCING YOUR WORK

This energizing and engaging course will help participants in any field examine how they currently approach their careers, determine how to enhance their jobs, and decide what to do if and when a job becomes less rewarding.

Career Development, Self Development

CAC1909 | 06/07/19, 9:00am-12:00pm | Cost: \$169

SAY WHAT YOU WRITE: VERBAL COMMUNICATION FOR PROFESSIONALS

Skillful verbal communication is an important aspect of being successful in any business environment. See how basic skills can help you become more confident in your ability to communicate with others.

Communication & Listening, Reading & Written Communication

PSC1901 | 10/04 and 10/11/18, 1:00pm-4:00pm | Cost: \$189

SELF-DEFEATING HABITS OF OTHERWISE BRILLIANT PEOPLE®

Through thousands of seemingly insignificant interactions, teams unknowingly create environments that are either cohesive or adversarial. People make negative assumptions that pick up momentum and spread negativity and mistrust. People start talking about others instead of talking to them. But there IS a way to combat this.

Team Development & Dynamics

CMN1906 | 02/28/19, 8:30am-5:00pm | Cost: \$399

SILENCE IS NOT GOLDEN: HOW TO EFFECTIVELY ADDRESS PROBLEM BEHAVIOR

When a team member is displaying problem behavior we can react in many different ways. We hope someone else fixes it. Or, we give the offending team member the “stink-eye.” Or, we just complain to our colleagues about the work habits of our team members. While any of these might make us feel better in the moment, none of them are actually effective in addressing a team member’s problem behavior. Wouldn’t it be great if you knew exactly how to have that conversation?

Performance Management

PMC1901 | 09/18/18, 8:30am-12:00pm | Cost: \$179

PMC1906 | 04/24/19, 8:30am-12:00pm | Cost: \$179

SO, YOU’RE READY TO BE A SUPERVISOR? HOW TO MAKE A SMOOTH TRANSITION

Making the move from peer to supervisor can be complicated if some things are not considered. If you are not yet a supervisor but feel you are ready to make the transition to a supervisory role, or if you are a new supervisor, this course will walk you through the process.

Supervision

SUP1902 | 09/14/18, 8:30am-12:00pm | Cost: \$179

SUP1905 | 03/20/19, 1:00pm-4:30pm | Cost: \$179

SPARK THE LEADER WITHIN: HOW TO BE BETTER THAN AVERAGE

There is no such thing as a natural-born leader. We all have the potential to be a leader. Leadership is about taking responsibility for your actions, your inactions and most importantly, your faults.

Leadership Development

LDC1909 | 01/24/19, 9:00am-12:00pm | Cost: \$169

STRAIGHT TALK®: USING STRATEGIC COMMUNICATION FOR HIGH IMPACT RESULTS

The key to workplace success is being a strong communicator. Being a strong communicator means knowing yourself and how to expertly navigate conversations that cut through assumptions, clarify needs and expectations, and maximize group productivity. Using the Straight Talk® communication style inventory, this session will explore good communication concepts and practices based on the work by communications expert and organizational leadership consultant Eric Douglas.

Communication & Listening, Leadership Development

SFD1819 | 07/10/18, 1:00pm-4:00pm | Cost: \$169

SFD1901 | 10/25/18, 1:00pm-4:00pm | Cost: \$169

SFD1905 | 03/15/19, 9:00am-12:00pm | Cost: \$169

LPD COURSES

SUCCEEDING WITH THE MYERS-BRIGGS TYPE INDICATOR (MBTI)[™]

The Myers-Briggs Type Indicator[™] is one of the most highly-regarded systems in the world for understanding why people respond to situations in the way they do. The MBTI[™] can help you understand your own and others' strengths and natural preferences and help you communicate more effectively.

Self Development

SFD1909 | 4/12/19, 8:30am-12:00pm | Cost: \$179

TAKE CHARGE OF YOUR CAREER

Unsure where to go next with your career? Discover your strengths and preferred behaviors so that you can make career choices that match your skills (or be more successful in your current position).

Career Development

CAC1901 | 09/10 (Online) and 09/20/18, 8:30am-12:00pm | Cost: FREE

CAC1906 | 02/04 (Online) and 02/14/19, 1:00pm-4:30pm | Cost: FREE

CAC1907 | 04/08 (Online) and 04/17/19, 8:30am-12:00pm | Cost: FREE

CAC1911 | 07/08 (Online) and 07/16/19, 1:00pm-4:30pm | Cost: FREE

TAKE CONTROL OF YOUR TIME: A GUIDE TO PRACTICAL TIME MANAGEMENT

This unique self-paced online tutorial will enable you to get organized and identify your most valuable time in a workday.

Time Management

TMC1908 | Online - available all day through 08/31/19 | Cost: \$59

TAKING EFFECTIVE NOTES WITH TECHNOLOGY (NEW)

With the variety of note-taking technology tools available today, there is something out there for everybody. Find your ideal fit in this session, where we take a comparative look across the most popular tools used today, discuss the merits and caveats of note-taking with technology, and examine best practices in note-taking for work, for school, and for growing into your best, most effective self.

Reading & Written Communication

WCC1901 | 09/13/18, 9:00am-12:00pm | Cost: \$169

TAKING GOOD NOTES AND MEETING MINUTES

Transcribing minutes of a meeting is not only a challenge but requires a unique skill. Come to this session to receive the fundamentals of effective note taking and transcribing meeting minutes that are user-friendly and comprehensive.

Reading & Written Communication

WCC1902 | 10/09/18, 9:00am-12:00pm | Cost: \$169

TAMING THE EMAIL AND OFFICE CLUTTER BEAST

Every day professionals are getting buried under a continuing stream of both useful and useless information. Come and learn how to finally feel like you are on top of your work, rather than it being on top of you.

Time Management

TMC1904 | 06/04/19, 8:30am-12:00pm | Cost: \$169

THE ART OF MANAGING MULTIPLE PROJECTS & MULTITASKING

Learn the fundamentals of organizing projects from initiation to completion while balancing the demands of time, scope and tasks of ongoing responsibilities.

Project & Task Management

PTM1806 | 07/13/18, 9:00am-12:00pm | Cost: \$169

PTM1901 | 10/16/18, 9:00am-12:00pm | Cost: \$169

PTM1904 | 01/15/19, 1:00pm-4:00pm | Cost: \$169

PTM1909 | 07/12/19, 9:00am-12:00pm | Cost: \$169

THE COACH APPROACH TO MANAGING (NEW)

Managing is not about fixing things or solving problems. Much like coaching, managing is about supporting people and helping them reach their full potential. In this course, you will learn how to lead your employees in a way that empowers them by eliciting the skills and creativity already within them.

Leadership Development, Performance Management

LDC1916 | 04/11, 9:00am-12:00pm, 04/25 (Online), 11:00am-12:00pm, 05/09, 9:00am-12:00pm and 05/23/19 (Online), 11:00am-12:00pm | Cost: \$229

THE ORGANIZED ASSISTANT

Administrative assistants face unique situations in their job every day, sometimes multiple times a day. In this session, participants will receive tips on how to manage time and handle pressures created by multiple supervisors, coworkers, competing deadlines and overwhelming workloads.

Process & Organizational Management

POM1906 | 05/15/19, 9:00am-12:00pm | Cost: \$169

THE ZEN OF MEETING FACILITATION

A well-run meeting is a joy to behold—and requires an array of skills, from planning the agenda and setting the tone to managing air time and keeping discussions on track. How do you deal with difficult people, moderate your own reactions and find common ground? How do you determine whether a meeting is even necessary? We'll explore these questions and more in this interactive session.

Team Development & Dynamics

TDD1904 | 01/09/19, 8:30am-12:00pm | Cost: \$179

TIME MANAGEMENT IN "THE CLOUD" USING GMAIL AND GOOGLE TOOLS

Are you using Gmail as your primary work and/or personal email? How about Google Calendar? This session will enable you to develop a fully coordinated approach for managing your time, projects, tasks, people and, of course, your email, using powerful Google tools in the Chrome browser, and on your smartphone or tablet.

Time Management

TMC1902 | 11/01/18, 10:00am-11:30am | Cost: \$79

LPD COURSES

TURNING BAD COMMUNICATION HABITS INTO GOOD ONES

Communication does not come easy to everyone. Once bad communication habits take hold it can be hard to break them.

Communication & Listening, Self Development

SFD1908 | 04/11 and 04/18/19, 1:00pm-5:00pm | Cost: \$229

UNLOCKING THE POWER OF QUESTIONS

Knowing what questions to ask and how to ask them is a powerful tool. Strategic questioning is the skill of asking the questions that open possibilities, question assumptions and help us shift out of stuck positions. They're useful in times of organizational change, in learning settings and in everyday conversations.

Process & Organizational Management

POM1903 | 03/21/19, 8:30am-12:00pm | Cost: \$179

USE YOUR 6 THINKING HATS: A CREATIVE APPROACH TO PROBLEM SOLVING

Think outside the box! Let's look at this from another angle! In this session, you will learn how to use Edward de Bono's classic Six Thinking Hats concepts to improve your problem-solving abilities.

Process & Organizational Management

POM1905 | 05/09/19, 8:30am-4:30pm | Cost: \$249

VOCAL INTELLIGENCE FOR EMPOWERMENT

You have important things to share and if you do not have the confidence to do so, everybody loses. Presenting yourself with power does not mean that you are manipulative or controlling. It does mean that you have choices, can make a difference and are in control of your future.

Communication & Listening, Self Development

SFD1906 | 04/04/19, 8:30am-12:30pm | Cost: \$185

SFD1913 | 06/27/19, 8:30am-12:30pm | Cost: \$185

WHAT'S IN IT FOR THEM: INSPIRING QUALITY PERFORMANCE FROM THE BOTTOM UP

This course offers creative tools for increasing the level of shared goals between individuals and the organization. Through creative processes, managers will discover techniques for increasing overall motivation and improving team performance.

Performance Management

TDD1901 | 09/28/18, 9:00am-12:00pm | Cost: \$169

WHEN PERFECT ISN'T GOOD ENOUGH: COPING WITH PERFECTIONISM WITHOUT SACRIFICING QUALITY

We all want to excel at our jobs, but obsessing on perfectionism will sap your energy and actually lower your productivity. In this session, you will acquire tools and strategies to confront and combat perfectionism as well as gain an understanding of the motivation behind perfectionist behavior.

Self Development

SFD1904 | 01/29/19, 9:00am-12:00pm | Cost: \$179

WORKING WITH DIFFICULT PEOPLE AND PERSONALITIES

Overcoming the stress experienced when interacting with "difficult" people is a challenge. By focusing on personalities and behavioral styles, this course outlines a positive approach to working around these personality conflicts.

Conflict Management & Negotiation

CMN1901 | 10/05 and 10/12/18, 9:00am-12:00pm | Cost: \$189

CMN1904 | 01/18 and 01/25/19, 9:00am-12:00pm | Cost: \$189

CMN1907 | 05/14 and 05/21/19, 1:00pm-4:00pm | Cost: \$189

WRITING EFFECTIVE PROCEDURES DOCUMENTS—PUTTING ACTIONS INTO WORDS

With an expert as your guide, enter the unique world of procedure-based writing. Learn the techniques needed to meet and overcome all of the challenges of putting actions into easy to follow documentation.

Reading & Written Communication

WCC1904 | 01/30/19, 8:30am-12:00pm | Cost: \$179

WRITING WITH POWER

To attract the attention of today's busy readers, you must respond to their need for clarity and brevity in written communication. Learn to overcome "writer's block," and to recognize and avoid common mistakes to deliver information powerfully, persuasively and professionally.

Reading & Written Communication

WCC1903 | 01/16 and 01/23/19, 1:00pm-5:00pm | Cost: \$229

YOU, INC.: BUILDING YOUR PERSONAL LEADERSHIP BRAND

Your identity or brand helps communicate your value and what you stand for as a leader. Knowing this helps you make smart decisions about the work you want to engage in, identify opportunities where you need to stretch and grow, and let others know what you can contribute. In this course, based on the latest concepts by experts, you'll actively work to translate your core strengths and talents into a tangible personal brand.

Leadership Development

LDC1917 | 05/02 and 05/23/19, 8:30am-12:00pm | Cost: \$229

STRENGTHS-BASED LEARNING



STRENGTHS-BASED CONSULTING SERVICES

LPD offers professional consulting services designed to increase employee engagement and create a positive organizational culture at U-M. Our services can be tailored to departments, teams and individuals to identify talents and strengths and help align them with your goals. We can help refine department performance management practices and provide individual coaching for leaders, faculty and staff.

Our consultants are Gallup-Certified Strengths coaches in addition to having certification in other tools.

Together, we have more than 80 years of experience working with leaders and teams to maximize effectiveness.

Working with our team can help you:

- Improve career focus and development
- Build positive working relationships
- Identify talents and strengths within your department and align them to your goals
- Increase employee and team engagement

To discuss your department's learning needs or determine the best approach for your unit, contact us through our unit request form: hr.umich.edu/ol-unit-request.

PLAY TO YOUR STRENGTHS! 5 WAYS TO PROFESSIONAL SUCCESS

How would you respond to this statement: "At work, I have the opportunity to do what I do best every day"? Sadly, according to the Gallup organization, only 1/3 of U.S. employees can respond with a "strongly agree" to this statement. Why? Those fortunate individuals found a way to use their strengths back on the job. Come and learn how using a strengths-based approach will help you achieve higher levels of overall personal well-being, productivity, and professional success.

Level: Introductory

Audience: All levels of staff and faculty

Career Development, Leadership Development

CAC1903 | 09/21/18, 8:30am-12:00pm | Cost: FREE

CAC1904 | 01/09/19, 1:00pm-4:30pm | Cost: FREE

CAC1908 | 04/24/19, 1:00pm-4:30pm | Cost: FREE

CAC1910 | 06/20/19, 8:30am-12:00pm | Cost: FREE

THE BEST OF ME: INVESTING IN YOUR PROFESSIONAL SUCCESS (NEW)

A Gallup organization study shows that people who use their strengths every day are six times more likely to be engaged at work, 8% more productive and 15% less likely to quit their jobs. This intermediate-level strengths program provides individuals the opportunity to explore their full talent profile and focus on being their best self.

Level: Intermediate

Audience: All levels of staff and faculty

Career Development, Leadership Development

LDC1903 | 10/02 and 11/06/18, 8:30am-12:00pm | Cost: \$349

LDC1914 | 03/13 and 04/10/19, 1:00pm-4:30pm | Cost: \$349

LEADING GREAT TEAMS: A STRENGTHS-BASED APPROACH

This unique development opportunity is for leaders who value strengths-based philosophies and practices and would like to continue their journey. This program combines cohort-based learning, self-exploration, personal coaching and an action learning project to increase a leader's awareness of their innate talents and strengths, while maximizing their leadership ability.

Level: Advanced

Audience: Managers, supervisors and team leads

Leadership Development

LDC1908 | 01/17, 01/31, 02/14, 02/28, 03/14/19, 9:00am-12:00pm | Cost: \$999

LDC1919 | 05/08, 05/22, 06/05, 06/19, 07/10/19, 9:00am-12:00pm | Cost: \$999

FOUNDATIONS OF SUPERVISION

Learning & Professional Development supports leadership and supervisory education at the university through the following programs: *Supervisory Essentials: U-M Policy and Compliance*; *Foundations of Supervision I: Maximizing Performance*; *Foundations of Supervision II: Leading Others Successfully*; and our newest class, *Foundations of Supervision III: Expanding Your Leadership Perspective*.

Supervisory Essentials: U-M Policy and Compliance gives participants the needed background to protect the university and serves as the prerequisite to the three *Foundations of Supervision* courses. Each of these courses will assist you in gaining valuable experience learning from subject matter experts and university colleagues.

Foundations of Supervision (FOS) is a comprehensive three-part program designed to provide new U-M supervisors with critical and technical supervisory information and best practices in leadership development. FOS content is contextualized to address contemporary workplace issues related to being an effective supervisor in the University of Michigan's decentralized higher education environment.

The first two parts of the program are a combination of formal and informal learning activities aimed at providing participants with a well-rounded, personal learning experience. Classroom activities include a mixture of discussions, case-studies, lectures, guest speakers and other experiential activities. Informal learning activities are intended to enhance the classroom experience and include brief class readings, selection of and meeting with personal advisors, a brief research or workplace application project for class presentation, check-in meetings with supervisors, and networking opportunities.

LPD provides a safe, comfortable environment where you can share your thoughts, receive guidance from course facilitators, and enhance your ability to lead and develop your team.

SUPERVISORY ESSENTIALS: U-M POLICY AND COMPLIANCE

As a prerequisite to *FOS I*, this class focuses on the most important U-M policy and compliance issues of which all supervisors must be aware. University experts will discuss how best to work with legal guidelines and U-M policies to better support those who report to you.

SUP1901: SESSION FULL | 09/05/18 | Cost: \$149

SUP1903 | 12/04/18, 8:30am-4:30pm | Cost: \$149

SUP1904 | 01/08/19, 8:30am-4:30pm | Cost: \$149

SUP1906 | 04/16/19, 8:30am-4:30pm | Cost: \$149

SUP1907 | 05/22/19, 8:30am-4:30pm | Cost: \$149

FOUNDATIONS OF SUPERVISION I: MAXIMIZING PERFORMANCE

This program provides the essential information to develop and manage successful employee performance and effective fiscal and resource management.

FOS1902: SESSION FULL | 09/19, 09/26, 10/03, 10/10 & 10/17/18 | Cost: \$329

FOS1904: SESSION FULL | 01/15, 01/22, 01/29, 02/05 & 02/19/19 | Cost: \$329

FOS1906 | 04/23, 04/30, 05/07, 05/14 & 05/21/19, 8:30am-4:30pm | Cost: \$329

FOS1907 | 05/29, 06/05, 06/12, 06/19 & 06/26/19, 8:30am-4:30pm | Cost: \$329

FOUNDATIONS OF SUPERVISION II: LEADING OTHERS SUCCESSFULLY

This next level program is organized around important leadership competencies, focusing on vital interpersonal and critical thinking skills to transform supervisors into successful leaders.

FOS1903 | 10/23, 10/30, 11/06, 11/13 & 11/27/18, 8:30am-4:30pm | Cost: \$329

FOS1905 | 03/12, 03/19, 03/26, 04/02 & 04/09/19, 8:30am-4:30pm | Cost: \$329

FOUNDATIONS OF SUPERVISION III: EXPANDING YOUR LEADERSHIP PERSPECTIVE

FOS III is a combination of formal and informal learning combined with activities that are aimed at experienced managers and supervisors who would like to enhance their leadership perspective. Informal learning activities are intended to enhance the formal classroom experience. These activities include class readings, meeting with personal advisors, a brief research project and presentation, check-in meetings with supervisors, and networking opportunities.

FOS1901 | Varied Dates - Schedule Available on LPD Website | Cost: \$1749

LEADING CHANGE PRACTICUM (LCP)

The Leading Change Practicum (LCP) is an action learning-based program intended for U-M staff or faculty who are mid-level managers, project managers or team leads and who have oversight for a departmental or cross-departmental change initiative. As part of a cohort, participants will have an opportunity to develop their change leadership skills through a combination of presentations by subject matter experts, self-assessments, focused group discussions, assigned readings and case studies. Using the practical 7-step model for leading change and transition, cohort members will apply their learning to their own change project throughout the length of the program, as well as with a final presentation. Interactions with executive and senior level university administrators, peer advisors, a personal coach, and group consultations and support are also part of the experience. Participation in this program will enhance the participant's competency in advancing the mission of the university—creating a shared vision, engaging stakeholders and effectively leading innovation and change.

LDC1924 & LDC1925 | Dates and Application Process Available on LPD Website | Cost: \$849

CONFERENCES AND SPECIAL EVENTS



HOW TO BE BIGGER THAN YOUR TRIGGERS

Annie Zirkel

We all have triggers that set us off. Maybe it's too much traffic or that certain someone who gets under your skin. To be human means sometimes getting caught by life's irritations and disappointments. But when that occasional reaction becomes a routine inner state of irritability, anger, anxiety, stress or sadness, you're in trouble.

You either manage your triggers or your triggers manage you. Unfortunately, just understanding this doesn't tell you how to change it. This workshop will delve into the reasons we get triggered and how to change our thinking and responses so that we can take back our power. Through presentation, discussion and exercises, we will work together to help you find strategies and solutions to help make the shift from your triggered self to your bigger self for a more effective and enjoyable life.

SFD1915 | 08/15/18, 8:30am-12:00pm (Pierpont Commons) and 08/22/18, 10:00am-11:30am (Online) | Cost: \$189

DESTINATION UNSTOPPABLE: BOOT CAMP FOR MANAGERS

Maureen Monte

If the world runs on teams, why do so few reach their full potential? The reality of life is that all teams struggle to perform at their best.

This fun and energy-filled workshop will help you build the common mindset first for you, and then your team, so that you find your own path to Destination Unstoppable!

LDC1923 | 10/04/2018, 8:30am-12:00pm | Pierpont Commons | Cost: \$189

U-M MANAGEMENT CONFERENCE 2019: DEVELOPING THE LEADERS AND THE BEST

The 2019 U-M Management Conference provides a forum for the university's managers, at all levels, to learn best practices, hone managerial skills and increase self-knowledge.

EFFECTIVE LEADERSHIP: UNLOCKING THE POTENTIAL OF YOUR TEAM

Amer Ahmed, Ed.D.

Many approaches to leadership reinforce the message that the success or failure of an organization is determined by managers at the top.

The reality is, organizations only achieve greatness when they harness the human potential of everyone by demonstrating the value of each person's contribution.

In this engaging keynote, Dr. Amer Ahmed, founder and nationally-known consultant and CEO of AFA Diversity Consulting, draws from his personal story and background to demonstrate how creating an inclusive workplace is the key to achieving excellence and success in your organization.

SEC1901 | 02/13/19, 8:30am-4:00pm | Sheraton Ann Arbor | Cost: \$299



DIVERSITY, EQUITY & INCLUSION



ORGANIZATIONAL LEARNING

UNIVERSITY OF MICHIGAN

hr.umich.edu/diversity

In addition to the professional and career development resources offered through LPD, Organizational Learning offers a variety of learning resources to support units in achieving their DEI strategic plans. General courses and an online learning module, listed below, are centrally available to all faculty and staff.

Unit sessions are also available for a team-based learning experience. Requests may be submitted through our unit request form found at: hr.umich.edu/ol-unit-request.

Online Module:

DIVERSITY, EQUITY & INCLUSION (DEI): THE BASICS (PART 1)

This online module provides an introductory look at our initiative, helps clearly define what we mean by “diversity, equity and inclusion” and takes less than 15 minutes to complete. Discussion guides are available for participants and facilitators working within small groups or huddles.

hr.umich.edu/diversity

General Sessions:

CHANGE IT UP!

Change it Up! brings bystander intervention skills to the University of Michigan community for the purpose of building inclusive, respectful and safe communities. It is based on a nationally recognized four-stage bystander intervention model that helps individuals intervene in situations that negatively impact individuals, organizations and the campus community.

DEI1901 | 09/06/18, 10:00am-12:00pm
DEI1909 | 11/02/18, 9:00am-11:00am
DEI1916 | 01/11/19, 10:00am-12:00pm
DEI1922 | 03/14/19, 9:00am-11:00am
DEI1929 | 05/03/19, 10:00am-12:00pm
DEI1938 | 07/24/19, 9:00am-11:00am

DISABILITY AWARENESS AND ETIQUETTE

If you are providing a service, it is important to know the best ways to communicate with and about individuals who may have disabilities. This session will help you to understand how to best serve individuals with disabilities, and will also give you some etiquette pointers that you can use in your everyday life.

DEI1905 | 10/25/18, 9:00am-10:30am
DEI1912 | 12/04/18, 9:00am-10:30am
DEI1920 | 02/20/19, 9:00am-10:30am
DEI1926 | 04/10/19, 11:00am-12:30pm
DEI1934 | 06/18/19, 9:00am-10:30am

INTERCULTURAL AWARENESS

There are many different ways culture influences behavior. This session explores how culture affects our interactions with others, how assumptions may be flawed, and ways to navigate our cultural differences.

DEI1903 | 09/12/18, 9:00am-10:30am
DEI1910 | 11/09/18, 9:00am-10:30am
DEI1917 | 01/17/19, 3:00pm-4:30pm
DEI1924 | 03/21/19, 1:00pm-2:30pm
DEI1930 | 05/08/19, 8:30am-10:00am
DEI1937 | 07/11/19, 1:00pm-2:30pm

UNCONSCIOUS BIAS IN EVERYDAY LIFE

The unconscious mind is a powerful and intrinsic force in helping to shape our overall behavior in our everyday lives. This interactive session is designed to examine how unconscious bias can affect one's perceptions, decisions and interactions.

DEI1902 | 09/07/18, 9:00am-11:00am
DEI1904 | 09/20/18, 1:00pm-3:00pm
DEI1906 | 10/04/18, 10:00am-12:00pm
DEI1907 | 10/18/18, 2:00pm-4:00pm
DEI1908 | 11/01/18, 9:00am-11:00am
DEI1911 | 11/15/18, 10:00am-12:00pm
DEI1913 | 12/05/18, 2:00pm-4:00pm
DEI1914 | 12/11/18, 9:00am-11:00am
DEI1915 | 01/10/19, 2:00pm-4:00pm
DEI1918 | 01/23/19, 9:00am-11:00am
DEI1919 | 02/06/19, 1:00pm-3:00pm
DEI1921 | 02/22/19, 10:00am-12:00pm
DEI1923 | 03/14/19, 2:00pm-4:00pm
DEI1925 | 03/27/19, 10:00am-12:00pm
DEI1927 | 04/10/19, 8:30am-10:30am
DEI1928 | 04/25/19, 1:00pm-3:00pm
DEI1931 | 05/10/19, 9:00am-11:00am
DEI1932 | 05/23/19, 2:00pm-4:00pm
DEI1933 | 06/14/19, 9:00am-11:00am
DEI1935 | 06/20/19, 1:00pm-3:00pm
DEI1936 | 07/10/19, 8:30am-10:30am
DEI1939 | 07/25/19, 10:00am-12:00pm



**LEARNING &
PROFESSIONAL
DEVELOPMENT**
UNIVERSITY OF MICHIGAN



REGISTER TODAY
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