

# ODYSSEY

## ADVENTURES IN LEARNING

### Training & Development Opportunities

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## Summer 2009 - List of Classes

BREAKING FREE FROM STRESS

BUILDING A BETTER YOU

COMMUNICATING IN TIMES OF CHANGE

COPING WITH STRESS IN TIMES OF CHANGE

CREATING AND MAINTAINING A POSITIVE WORKPLACE ENVIRONMENT

CREATING AND SUPPORTING A CUSTOMER-FOCUSED CULTURE

DEALING WITH DIFFICULT INTERNAL AND EXTERNAL CUSTOMERS

DON'T SWEAT THE SMALL STUFF: FOCUSING ON THE TRULY IMPORTANT

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LIVING AND FLOURISHING IN TIMES OF CHANGE AND TRANSITION

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MOTIVATING STUDENT EMPLOYEES

NAVIGATING LIFE EFFECTIVELY

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TAMING THE E-MAIL AND OFFICE CLUTTER BEAST: KEY STRATEGIES FOR TAKING CONTROL OF INFORMATION AND E-MAIL OVERLOAD

THE NEGATIVITY TRAP: OVERCOMING ADVERSITY AND CHALLENGES

THE ROAD NEXT TRAVELED

THE ROAD TO PROFESSIONAL MASTERY: FOCUS ON YOUR PROFESSION AND CAREER SUCCESS

TIME MASTERY PLUS

## 2 CLASS OFFERINGS

### **M** NAVIGATING THE FMLA, ADA, AND WORKER'S COMPENSATION

**Tuesday, May 19, 8:30 a.m. – 2:30 p.m.**

**A**  
**Y**  
As a supervisor or manager you need to understand these important laws, not just individually, but also how they relate to each other and how MSU administers them. This program will address the complex relationships of these laws and regulations, policies, and procedures that accompany them. Impact of the latest updates also will be covered. There will be an opportunity for questions.

**PRESENTERS:** Alicia Bailey and Rosemary Huguelet, MSU Human Resources and John Pedraza, MSU Resource Center for Persons with Disabilities

**INVESTMENT:** \$30 (Includes binder with reference materials)

### DEALING WITH DIFFICULT INTERNAL AND EXTERNAL CUSTOMERS

**Thursday, May 28, 1 p.m. – 4 p.m.**

The true test of service effectiveness lies in how individuals and organizations handle the truly tough customers, both internally and externally. In this session we will explore concrete strategies to manage those interactions, including:

- Identifying the source of anger or dissatisfaction
- Calming people down and staying calm yourself, and
- Dealing with people of differing behavioral styles

**PRESENTER:** Debra Nelson Dunbar, Indiana University, Bloomington

**INVESTMENT:** \$100

### **J** RESUME WRITING FOR IMPACT

**Tuesday, June 2, 10 a.m. – noon**

**U**  
**N**  
As career and employment trends change, so must the tools you use to communicate your skills and talents. When you attend this workshop, you will:

- Learn what employers are seeking
- Learn how to communicate your accomplishments
- Find out how to customize your resume for maximum impact to reach your employment goals

**PRESENTER:** Kelley Bishop, MSU Career Services

**INVESTMENT:** Free

### DON'T SWEAT THE SMALL STUFF: FOCUSING ON THE TRULY IMPORTANT

**Wednesday, June 3, 8:30 a.m. – noon**

Do you often worry about things that turn out to be unimportant? In this practical exercise you will:

- Learn how to keep your cool when demands on your time and energy are high
- Find ways to deal with multiple deadlines
- Find ways to have fun interacting and creating ideas that help you be more productive
- Sort through your stuff and find what your big stuff really is

- Identify what you can consider the small stuff in your personal and professional life

**PRESENTER:** Rosemary Ward, MA, CSP, TrainingDirect, LLC Whitehall

**INVESTMENT:** \$105 (Includes Don't Sweat the Small Stuff workbook by Richard Carlson)

### NAVIGATING LIFE EFFECTIVELY

**Thursday, June 4 and Friday, June 5, 8:30 a.m. – 4:30 p.m.**

This follow-up class designed by Lakeside Consulting, Inc., gives you the opportunity to revisit and deepen your personal understanding of the principles taught in the Breaking Free from Stress course. Exercises and experiential learning will provide you with a chance to integrate these principles and will impact your ability to:

- Take personal responsibility for your emotional wellness and use your emotions as an effective guidance system
- Recognize the conditioned thinking you engage in and interrupt this thinking in moments when you are reactive and un-centered
- Live in a centered, balanced state of being
- Stay in line with your own personal values when you find yourself in difficult moments
- Be open to the ideas and opinions of other people, a pre-requisite to having healthy relationships
- Take logical, decisive action when needed
- Develop compassion for yourself and others

**PRESENTERS:** Lisa Davidson, MSU Employee Assistance Program and Milly Gillin, Lakeside Consulting, Inc., Haslett

**INVESTMENT:** \$280

**NOTE:** This is a two-day class; participants attend both days

**PREREQUISITE:** *Breaking Free from Stress*

### THE ROAD NEXT TRAVELED

**Tuesday, June 9 and Thursday, June 11, 8:30 a.m. – 4:30 p.m.**

If you are contemplating retirement, you will want to participate in this two-day workshop for vested MSU faculty, and academic and support staff. The workshop covers a range of pre-retirement and retirement issues. Your itinerary for the journey will include:

- Approaching retirement from a financial perspective
- Legal aspects of retirement planning
- Social Security benefits and issues
- Taking along MSU retirement benefits when relocating
- Navigating complex family relationships in retirement

**PRESENTERS:** MSU Human Resources Benefits staff and guests

**INVESTMENT:** Free for MSU Faculty and Staff (Guest: \$40)

**TARGET AUDIENCE:** Any Faculty and Staff who are vested or within 5 years of being vested

**GUEST ENROLLMENT:** Please contact Nancy Sanchez at 517-884-0169 or [sanchezn@hr.msu.edu](mailto:sanchezn@hr.msu.edu) to enroll your guest.

**NOTE:** This is a two-day class; participants attend both days

## LIVING AND FLOURISHING IN TIMES OF CHANGE AND TRANSITION

**NEW!**

**Tuesday, June 9, 8:30 a.m. – noon**

In this session you will learn what change and transition are as well as a model for understanding what people experience during a transition. You will look at personal styles during times of change and also build a “change agent” mind set. Additionally, you will develop an action plan of next steps to keep these concepts in mind during your own change and transition process. During this interactive session you will:

- Focus on understanding resistance to change
- Explore issues associated with change and transition
- Develop skills to build coping strategies during times of change

**PRESENTER:** *Low Dotterer, Ph.D., MSU Human Resources and EBSP*

**INVESTMENT:** *Free*

## THE NEGATIVITY TRAP: OVERCOMING ADVERSITY AND CHALLENGES

**Updated!**

**Wednesday, June 10, 8:30 a.m. – 4:30 p.m.**

Negativity is everywhere! In today’s economic climate negativity has become the mantra of everyday life. No longer can we sit back and expect each day to unfold in a positive manner. This updated session will:

- Provide you with the tools you need to insulate but not isolate yourself from the circumstances and people promoting negativity
- Teach you how to manage negativity at work and home
- Help you develop proactive strategies for positive interpersonal interactions
- Equip you with skills to overcome adversity and enhance your productivity

**PRESENTER:** *Lois Wolfe-Morgan, Wolfe Associates, Brighton*

**INVESTMENT:** *\$210 (Includes electronic book *The Negativity Trap* by Lois Wolfe-Morgan)*

## PROJECT MANAGEMENT FUNDAMENTALS

**NEW!**

**Mondays, June 15 and June 22, 8:30 a.m. – 4:30 p.m.**

This two-day training program will introduce you to the fundamental concepts and processes of project management. You will learn how the Project Management Institute’s Nine Project Management Knowledge Areas can be used to improve project performance. Along with interactive practice, this class will provide tools and techniques needed to work effectively on a project team and create project tools with confidence. Upon completion of this program, you will be able to do the following and much more:

- Name the key stakeholders in a project and determine ways of keeping them on task
- Break a project into logical phases and specify the primary activities that occur in each phase
- Document project ideas and create a communication plan for reporting project progress and issues

- Estimate activity durations and make appropriate adjustments as needed
- Use tools for measuring project progress in terms of time, costs and deliverables
- Capture valuable project lessons learned and use them to define and improve project management practices

**PRESENTER:** *Neil J. Simon, Business Development Group, Ann Arbor*

**INVESTMENT:** *\$350*

**NOTE:** This is a two-day class; participants attend both days

## PREPARATION FOR THE COLLEGE ADMISSION PROCESS

**Monday, June 15, 5:30 p.m. – 7:30 p.m.**

HRD, the Office of Admissions and the Office of Financial Aid come together to present a program designed to help parents and/or legal guardians of prospective college students prepare for the college admissions process. You will:

- Learn valuable information about the college admissions process at any institution
- Understand both academic and financial preparation
- Have access to experts who can answer your questions

**PRESENTERS:** *Terence Brown, MSU Admissions and Diann Cosme, MSU Financial Aid*

**INVESTMENT:** *Free*

*THE OFFICE OF INTERNATIONAL STUDENTS AND SCHOLARS IN COLLABORATION WITH HRD PRESENTS:*

## ONIONS AND ICEBERGS: PEELING THE COMPLEXITY OF COMMUNICATING ACROSS CULTURES

**NEW!**

**Tuesday, June 16, 8:30 a.m. – 1:30 p.m.**

MSU is an international university and interaction with people from all parts of the world is increasingly common. What does this mean to you, your work unit and MSU? Contact with people who are not from your background can create international understanding, but it can also bring possible misunderstanding and conflict or hurt feelings.

This interactive workshop is designed to provide a conceptual framework for interactions across cultures and to broaden the understanding of how culture influences behavior. Brief lectures, contact with a variety of cultures and different exercises will be employed. Workshop objectives:

- An exploration of cultural self awareness, cultural differences and how culture shapes our actions
- An understanding of how culture shapes perception and how our perceptions form our judgments
- Tips for improved intercultural communication

**PRESENTER:** *Peter Briggs and Ravi Ammigan, MSU Office of International Students and Scholars*

**INVESTMENT:** *\$25 (Light lunch will be provided)*

**INTERPERSONAL COMMUNICATION FOR POSITIVE RESULTS****NEW!****Wednesday, June 17, 8:30 a.m. – noon**

When you attend this workshop you will learn how to effectively communicate with colleagues to get the best possible results from your efforts. You will gain skills that will help reduce conflict and help open lines of communication in your important relationships. In this session you will also:

- Explore key effective communication concepts
- Learn how to apply observation skills in your interactions
- Understand how self reflection can improve effectiveness
- Learn how the right mind set will influence your communication results

**PRESENTER:** Darnell Blackburn, MBA, P.R.A.T. LLC., Shelby Township**INVESTMENT:** \$80**OPTIMIZING YOUR OUTLOOK: TIME MANAGEMENT STRATEGIES FOR BUSY OUTLOOK® USERS****Updated!****Thursday, June 18, 8:30 a.m. – noon**

Many of us have tools available that can help balance the time demands of our personal and professional lives more effectively. In this class you will explore how understanding the bigger picture can be integrated and applied to your MS Outlook software. You will learn how to:

- Get the most functionality out of your software
- Build an intelligent folder system
- Strategically manage your calendar
- Integrate your other peripherals, such as a PDA

**PRESENTER:** Randall Dean, Randall Dean Consulting & Training, LLC, East Lansing**INVESTMENT:** \$110**J U L GRAMMAR ESSENTIALS****Updated!****Tuesdays, July 14 and July 21, 8:30 a.m. – noon**

Is it time for a grammar skills check-up? Inappropriate word use, run-on sentences and incorrect punctuation can be costly and embarrassing. When you master the essentials of grammar, you present a more polished, professional image. During this practical two-part session, you will learn how to:

- Strengthen your overall communication skills
- Structure sentences to give clear-cut meaning
- Update punctuation and capitalization skills for today's business needs
- Identify and eliminate common grammar and usage errors
- Spot frequently misused word pairs

Between July 14 and July 21 you will have an opportunity to interact with the instructor online.

**PRESENTER:** Jacqueline McCarroll, McCarroll Associates, Rochester Hills**INVESTMENT:** \$140 (Includes Strunk and White's Elements of Style)**MASTERING PRESENTATION SKILLS****Updated!****Tuesdays, July 14 and July 21, 1 p.m. – 4:30 p.m.**

Is giving a presentation to a group one of the hardest things you have to do? When you take this class you will find out you can do it! Making presentations will become one of your most rewarding experiences after you overcome fear and nerves. During this fun-filled, highly interactive workshop you will learn new skills and build on the ones you already have as you develop and deliver a work-related presentation. When you complete this course, you will be able to:

- Assess your current skills and set goals for improvement
- Follow a step-by-step process for preparing presentations
- Use audience-focused methods to develop your message
- Build self-confidence in public speaking situations
- Master delivery skills to create a polished impression
- Design and use visual aids effectively

**PRESENTER:** Jacqueline McCarroll, McCarroll Associates, Rochester Hills**INVESTMENT:** \$135**NOTE:** Enrollment is limited to 15 participants. Videotaping will be used to enhance the learning content**HIRING STUDENT EMPLOYEES AT MSU****S****Wednesday, July 15, 8:30 a.m. – 11:30 a.m.**

Hiring student employees is a win-win situation. This session will provide information to help you:

- Understand student employment policies and procedures
- Know how to comply with the procedures and complete the necessary forms
- Better develop and communicate your performance expectations
- Work with students to apply their academic interests in your work setting

**PRESENTER:** Anna Barner, MSU Human Resources**INVESTMENT:** Free**BUILDING A BETTER YOU****Wednesday, July 15, 8:30 a.m. – noon**

Do you feel good about yourself and your work? This fun and interactive session will show you how to release the successful, unlimited person inside you. It is a leadership and professional development program designed to provide you with life-changing skills. You will explore:

- Personal growth
- Leadership skills
- Attitude
- Self-discipline
- Goal-setting

**PRESENTER:** Karen Corley, MSU University Housing and Food Services

**INVESTMENT:** Free

## SETTING BOUNDARIES IN A BOUNDARYLESS SOCIETY

**NEW!**

**Thursday, July 16, 10 a.m. – noon**

In a world of tabloids, internet personal networking and overexposure, we often find ourselves in uncomfortable or even unsafe situations. In this session you will take on a new, refreshing view of what setting boundaries means at work, home or in your community. You will learn how to:

- Promote a positive, safe, structured environment of trust and respect
- Discover the value of establishing a variety of boundaries for your career, boss, team members and customers
- Set boundaries that promote positive and productive interactions and relationships

**PRESENTER:** Lois Wolfe-Morgan, Wolfe Associates, Brighton

**INVESTMENT:** \$85

## TIME MASTERY PLUS

**Updated!**

**Thursday, July 16, 1 p.m. – 4:30 p.m.**

So much to do and so little time is the saying for many of today's professionals. You can boost your energy, focus and productivity by learning proven everyday time mastery skills. Here is what you can expect from this session:

- Understand the 12 dimensions of Time Mastery and how they impact your work life
- Recognize your strengths and learn to enhance them
- Identify your challenges and how to use them in a positive manner
- Master the 1/3 rule used by high-performance professionals
- Sign-up for an online or phone coaching session
- Create a maintainable plan of action

**PRESENTER:** Lois Wolfe-Morgan, Wolfe Associates, Brighton

**INVESTMENT:** \$105 (Includes Time Mastery profile)

## FOUNDATIONS OF STUDENT EMPLOYEE SUCCESS: SUPERVISING STUDENT EMPLOYEES

**S**

**Wednesday, July 22, 9 a.m. – noon**

MSU uses student employees in many areas of the organization, yet many students haven't been taught the vital skills of employment success. In this seminar you will learn how to:

- Orient the student to employment and your department
- Answer students' and employees' questions
- Teach students to be excellent employees now and in their future careers

**PRESENTER:** Debra Nelson Dunbar, Indiana University, Bloomington

**INVESTMENT:** \$100

## MOTIVATING STUDENT EMPLOYEES

**S**

**Wednesday, July 22, 1 p.m. – 4 p.m.**

The art of motivation revolves around creating an environment in which student employees are motivated to act. This seminar will provide concrete strategies for establishing a motivating work environment for your students. You will:

- Explore how motivating students differs from motivating regular staff
- Learn the critical elements of a motivating environment
- Identify the role of the supervisor and student in motivation
- Focus on the primary motivators for student employees

**PRESENTER:** Debra Nelson Dunbar, Indiana University, Bloomington

**INVESTMENT:** \$100

## HONING YOUR EMOTIONAL INTELLIGENCE

**NEW!**

**Thursday, July 23, 9 a.m. – 4 p.m.**

Some people have the seemingly natural talent for handling themselves and/or others with ease. It is an amazing feat considering our high stress, multi-tasking world today. Most likely, these individuals have mastered the Emotional Intelligence (EQ) principles. The essence of EQ is our ability to identify and manage our own emotions and the emotions of others and to manage interpersonal relationships. When you attend this program, you will learn:

- How to fully engage the four fundamental areas of EQ: self-awareness, self-management, social awareness and relationship management
- How to increase your EQ
- Why our EQ has a direct impact on job satisfaction and performance excellence

**PRESENTER:** Debra Nelson Dunbar, Indiana University, Bloomington

**INVESTMENT:** \$135 (Includes *The Emotional Intelligence Quick Book* by Travis Bradberry)

**ENROLLMENT/CANCELLATION DEADLINE:** Thursday, July 16

## RESUME WRITING FOR IMPACT

**Monday, July 27, 2:30 p.m. – 4:30 p.m.**

For description, please see June 2.

**PRESENTER:** Kelley Bishop, MSU Career Services

**INVESTMENT:** Free

## Leadership Webinars!

There will be several Leadership Webinars offered this summer for academic and support staff leaders. The sessions are centrally funded and offered free of charge.

For more information, please visit <http://hr.msu.edu/HRsite/ProDev/Staff/>.

## LEADERSHIP SKILLS FOR FRONT OFFICE PROFESSIONALS: BEYOND FILING, SMILING AND DIALING **NEW!**

**Tuesday, July 28, 8:30 a.m. – 4:30 p.m.**

The front office professional is often the first person to assist in problem resolution and the first line of contact when defusing upset customers. Effective leadership skills are essential at the front desk of every organization. In this useful and interactive session, you will learn:

- Real-world strategies to communicate effectively when dealing with problems
- How to maintain emotional, physical and intellectual safety
- Exercises for professional boldness
- How to take definitive action while maintaining your composure

**PRESENTER:** Lois Wolfe-Morgan, Wolfe Associates, Brighton

**INVESTMENT:** \$180

## TAMING THE E-MAIL AND OFFICE CLUTTER BEAST: KEY STRATEGIES FOR TAKING CONTROL OF INFORMATION AND E-MAIL OVERLOAD

**Wednesday, July 29, 8:30 a.m. – noon**

You can change your relationship with your entire workstation! When you attend this productivity-focused seminar, you will be able to tackle both electronic and physical clutter that robs you of your most precious resource—your time. You will:

- Learn how to use a simple, proven system for eliminating the clutter on your desk and on your computer
- Begin to identify your most urgent projects and tasks, thus be able to get your important work done quickly
- Learn a great strategy on how to effectively deal with interruptions and stay focused
- Tame your e-mail account with proven strategies that keep your inbox organized
- Learn how to reduce the mess in your inbox by having natural places for your e-mails to go
- Get rid of all those useless e-mails once and for all

**PRESENTER:** Randall Dean, Randall Dean Consulting and Training, LLC, East Lansing

**INVESTMENT:** \$110

## COPING WITH STRESS IN TIMES OF CHANGE

**Thursday, July 30, 8:30 a.m. – noon**

Stress, if left unattended, can become very contagious and could hinder peoples' effectiveness on the job and personally. In this insightful seminar you will have an opportunity to discuss healthy styles of coping and:

- Learn the definitions of stress, stressor and distress
- Explore what can be controlled during times of change
- Gain tools to create effective coping styles

- Develop an action plan of next steps for your own coping process at work and home

**PRESENTER:** Lew Dotterer, Ph.D., MSU Human Resources and EBSP

**INVESTMENT:** Free

## **A** ORGANIZING YOUR OFFICE FOR MAXIMUM EFFICIENCY

**Tuesday, August 4, 8:30 a.m. – noon**

**U** Get ready for the new academic year right and fulfill one of your resolutions: getting organized. You will learn techniques that will help you project a positive and organized image. You will learn to remove clutter from your workspace and create habits that will improve your productivity and reduce stress. When you complete this session you will know:

- The 4 Ds to avoid information overload
- How to conquer desktop clutter
- Effective time management strategies
- Efficient file management techniques

**PRESENTER:** Mitzi Taylor, Not-So-Basic-Training, Inc., Grand Haven

**INVESTMENT:** \$90

## CREATING AND SUPPORTING A CUSTOMER-FOCUSED CULTURE

**Tuesday, August 4, 1 p.m. – 4:30 p.m.**

Providing excellent customer service should be one of the easiest things to accomplish in the business world. In reality, it's easier said than done. Find out what your customer needs, how to meet their needs and how to treat the customer like a partner, not the enemy. Topics include:

- The economics of great customer service
- Focusing your unit on organizational purpose
- Leading the way through personal example
- Identifying the gaps and creating an action plan
- The role of communication in customer service
- Managing your customers' expectations

**PRESENTER:** Mitzi Taylor, Not-So-Basic-Training, Inc., Grand Haven

**INVESTMENT:** \$90

## THE ROAD TO PROFESSIONAL MASTERY: FOCUS ON YOUR PROFESSION AND CAREER SUCCESS **Updated!**

**Wednesday, August 5, 8:30 a.m. – 4:30 a.m.**

Good people often develop bad habits that keep them stuck in careers, jobs and relationships. When you attend this seminar you will explore your professional and career challenges and identify strategies to help you move forward. You will learn how to apply the tools necessary for your journey as you:

- Understand your current state
- Redesign bad habits into good habits

- Develop a realistic view of your career potential
- Build your self-esteem
- Set attainable goals

**PRESENTER:** *Lois Wolfe-Morgan, Wolfe Associates, Brighton*

**INVESTMENT:** \$200 (Includes *The 12 Bad Habits That Hold Good People Back* by Timothy Butler, Ph.D. and James Waldroop, Ph.D.)

## COMMUNICATING IN TIMES OF CHANGE

**Tuesday, August 11, 8:30 a.m. – noon**

In times of change, we need to build stronger workplace relationships so the work that needs to be completed is done effectively and efficiently. In times of change, everyone needs to know how they are doing with new skills or dealing with new circumstances. Change agents need to be able to provide as well as receive feedback so their skills can also be enhanced. In this session you will learn:

- About the power of listening to others, without judging what is being said
- To ask questions that generate solutions
- How to provide information to people in a timely manner
- Tools to give and receive helpful feedback
- To develop an action plan for learning

**PRESENTER:** *Low Dotterer, Ph.D., MSU Human Resources and EBSP*

**INVESTMENT:** Free

## PRESENTING A PROFESSIONAL IMAGE AT WORK AND WHEN SEEKING NEW OPPORTUNITIES **NEW!**

**Wednesday, August 12, 8:30 a.m. – 4:30 p.m.**

Your image is influenced by what you do rather than what you say. Fortunately, you can improve the way you present yourself and the image you project. This active, full-day session will teach you how to enhance your image and present your skills in such a way that you position yourself for success. In this session you will have an opportunity to:

- Learn successful communication strategies
- Explore how your image influences others' decisions
- Practice how to interview as a professional
- Receive individualized feedback on your professional image, personal presentation and interviewing skills

**PRESENTER:** *April Callis, Springboard Consulting, East Lansing*

**INVESTMENT:** \$175

**NOTE:** *Videotaping will be used to enhance the learning content*

## BREAKING FREE FROM STRESS

**Thursday, August 13 and Friday, August 14, 8:30 a.m. – 4:30 p.m.**

External circumstances such as potential job loss, anger in the workplace, too much to do in too little time, financial concerns, relationship changes, loss of a loved one and other events can have a significant impact on our lives. In this course, created by Lakeside Consulting, Inc., you will learn the basic principles that will help you see how to be less reactive to other people and events and how to live your life

from a deeper perspective of common sense and wisdom. You will learn about:

- Connecting with your natural capacity for health regardless of your past, biochemistry or life situation
- Breaking free from old thought habits about yourself and others
- Moving beyond anxiety, depression or self-defeating habits

**PRESENTERS:** *Lisa Davidson, MSU EAP and Milly Gillin, Lakeside Consulting, Haslett*

**INVESTMENT:** \$280

**NOTE:** *This is a two-day class; participants attend both days*

## CREATING AND MAINTAINING A POSITIVE WORKPLACE ENVIRONMENT **NEW!**

**Tuesday, August 18, 8:30 a.m. – noon**

Do you know people at work that spread negativity and gossip? Would you like your office, lab or shop to be more productive and less destructive? This session will help identify unintended negative habits and attitudes and will provide you with strategies to create a more positive work environment. When you attend this session you will learn to:

- Set the standards for your workplace
- Establish a common language that counters negativity in your area
- Engage and energize colleagues
- Apply non-threatening techniques to address gossip
- Improve productivity and job satisfaction

**PRESENTER:** *April Callis, Springboard Consulting, East Lansing*

**INVESTMENT:** \$90

## STUDENT-CENTERED CUSTOMER SERVICE **NEW!**

**Wednesday, August 19, 8:30 a.m. – noon**

This session is designed specifically for MSU individuals who provide direct customer care for students. You will focus on understanding the changing expectations of your clients – the students, as well their parents and student advocates. In addition to effective communication strategies, the advanced techniques of student-centered customer service covered in this class will include examination and application of the following key principles:

- Honorable Intent
- Spirit of the Law
- Resilience and much more

**PRESENTER:** *Lois Wolfe-Morgan, Wolfe Associates, Brighton*

**INVESTMENT:** \$90

# ODYSSEY

MICHIGAN STATE  
UNIVERSITY

**MSU Human Resources**

Nisbet Building  
Human Resource Development  
1407 S. Harrison Road, Suite 10  
East Lansing, MI 48823-5239

**Find out about the M.E.N.T.O.R.S. Program by calling 517-884-0172!**

#### WHAT IS HRD?

Human Resource Development (HRD) offers training and professional development programs to MSU staff, faculty and students. As space allows, courses may be open to the community.

#### WHAT IS EDUCATIONAL ASSISTANCE?

Employees with 12 full-time-equivalent (FTE) service months at MSU are eligible for up to \$800 per academic year for non-credit, job-related courses, such as those offered by HRD. Part-time employees are eligible on a proportional basis. Educational Assistance funds do not come out of your department's budget. To learn more about your Educational Assistance, call: 517-884-0177.

#### CUSTOMIZED PROGRAMS

HRD can help you design your next unit retreat or professional development activity. For customized services, call: Dawn Hecker, 517-884-0133  
Edita Herbstova, 517-884-0172.

#### CHECK IT OUT

HRD maintains a free lending library of business-related audio and video resources. For information, call: Nancy Sanchez, 517-884-0169.

#### CLASS REGISTRATION

You may enroll by voice mail or on the Web. Please secure verbal approval from your supervisor before you enroll.  
Voice mail: 517-355-0183, Follow Prompts  
Web: [www.hrdenroll.msu.edu](http://www.hrdenroll.msu.edu)  
E-mail: [odyssey@hr.msu.edu](mailto:odyssey@hr.msu.edu).

#### CANCELLATION POLICY

If you cancel your enrollment more than five working days before the day of the class, there will be no charge; otherwise you will be charged. You may send a substitute at any time, or you may reschedule your class. Failure to submit the HRD confirmation/invoice form does not constitute a cancellation.

#### CLASS LOCATION

Classes are held in Suite 10 Nisbet Building, unless otherwise indicated.

#### PARKING

Parking is subject to MSU parking regulations.

#### SPECIAL ACCOMMODATION

If you need special accommodation, contact HRD at least one week before your class to ensure that appropriate arrangements can be made: 517-884-0169.

#### HRD STAFF

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