

MOUNT HOLYOKE COLLEGE

Professional Development Workshops

Fall 2009

The workshops listed in this booklet offer employees an opportunity to increase their knowledge and skills for today's workplace. All full-time and part-time staff and faculty at Mount Holyoke College are eligible to participate in these workshops

Invest in yourself—register today!

*Sponsored by
Mount Holyoke College Human Resources
and the
Five College Training and Development Collaborative*



Five College Training & Development Collaborative

The Five College Training and Development Collaborative continues to be a valuable and important resource for Mount Holyoke College. We collaborate with our Five College peers in the area of staff professional training and development opportunities and are happy, again this year, to extend this invitation for Mount Holyoke College employees to participate in the series of workshops being sponsored at the other Colleges this fall.

*Please review the array of offerings outlined and confer with your supervisor if you are interested in registering for any of them. **Return completed registration forms to Human Resources, Room 1, Skinner Hall or by e-mail to Carmen Jimenez (cjimenez@mtholyoke.edu).***

EASE THE PRESSURE – Be More Effective

When you're feeling stretched thin, how do you do the job without doing yourself in? Learn new ways of working that help you get the job done while maintaining your energy, satisfaction, and sanity.

In this seminar you will learn techniques to raise your effectiveness in today's fast-paced environment. First, you'll gain a solid foundation in sustainable time management techniques. You'll learn how to manage attention in the face of interruptions, establish good time boundaries, and make choices in tune with priorities, all within the context of sustainability – accounting for all the costs and benefits, replenishing what you use, and taking full responsibility for your choices.

Then you'll address two of today's greatest time-sinks – meetings and email. You'll learn specific techniques to make meetings productive and to manage email (bring print-outs of the first page of 10 – 20 emails for hands-on work). This seminar will challenge you to fundamentally change the way you operate. At the end you'll feel satisfied with a job well-done even in the face of the pressure to do more, faster.

DATE:	Wednesday, November 4
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TIME:	9:30 a.m. - 12:30 p.m.
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PRESENTER:	Pam Kristan, The Wellness Corporation
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LOCATION:	Smith College, Dewey Common Room
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HOW TO TAKE MINUTES AT MEETINGS

As summary and record of decision-making, minutes are vital to the successful functioning of any committee or group. Well-written minutes remind those present what was discussed, clarify anything that might have been misunderstood, inform absentees what they missed, indicate follow-up tasks, and serve as a future reference.

Producing minutes is actually a 2-stage process: note-taking and drafting. The first part of the class will focus on taking notes – what a minute-taker should record, what he or she should ignore, how to capture the essential ideas quickly and in an organized way. The second part will focus on drafting the minutes so the final product is concise, visually appealing, and grammatically correct.

- Take minutes efficiently
 - Focus on concepts, not on words; on the message, not the individual delivering it
 - Listen for decisions, relevant points, tabled topics and action items
- Draft readable minutes
 - Sound professional by being impartial, concise and articulate
 - Include all necessary parts from heading to closing
 - Select a reader-friendly format.

DATE:	Thursday, October 22
TIME:	10:30 a.m. – Noon
PRESENTER:	Susan Kline, Business Communications
LOCATION:	Smith College, Campus Center 205

CREATING A POSITIVE WORKPLACE

It is possible for each of us to contribute to a positive work environment through an understanding of the current environmental elements, intentional action and response, and practice. In this session, we will apply and practice methods and tools that you can use to both change the “current” of the negative vortex and become a more powerful positive influence on your workplace.

- How to give positive energy the greater power at work
- How to use a mix of methods and tools to make positive energy contagious
- How to channel negative energy into constructive problem-solving
- How to practice these skills and model these practices

DATE:	Tuesday, November 17
TIME:	1:00 p.m. – 3:00 p.m.
PRESENTER:	Danette Day, UMass Workplace Learning & Development
LOCATION:	Smith College, Campus Center 205

GOAL SETTING AND PLANNING FOR SUPERVISORS AND MANAGERS

The key in increasing your effectiveness lies in the ability to manage time effectively. This 2-hour program will help supervisors and managers focus on the priorities that have the highest payoff, help eliminate interruptions and time robbers and manage multiple priorities.

- Learn the power of goal-setting
- Utilize time management techniques to maximize your day
- Analyze your major time robbers
- Learn to delegate effectively

DATE:	Thursday, November 5
TIME:	8:30 a.m. – 10:30 a.m.
PRESENTER:	Sue Miller, The Employers Association of the Northeast
LOCATION:	Smith College, Campus Center 103/104

THE DOMINO EFFECT OF CHANGE

Nationally and locally we are in a time of great change. Worries about war, the economy, and changes in our work lives have a daily impact on us at work and at home. In this workshop, we will explore the process of change, strategies to deal with the stress of change and ways to support each other in these challenging times.

DATE:	Tuesday, October 20
TIME:	10:00 a.m. – Noon
PRESENTER:	Annie Mara, UMass Workplace Learning & Development
LOCATION:	Smith College, Campus Center 103/104

ACHIEVING BALANCE: How to Handle the Challenges of Work and Personal Life

This program examines the difficult task of balancing the demands of work and family. It helps participants to: (1) identify the sources of work and family stress; (2) develop skills to become more organized and efficient with their time and energy; (3) improve their communication skills; (4) create support networks; (5) learn how to effectively delegate and set limits.

DATE:	Thursday, November 19
TIME:	8:30 a.m. – 10:00 a.m.
PRESENTER:	Hamish Blackman, The Wellness Corporation
LOCATION:	Smith College, Campus Center 205

LEADERSHIP DEVELOPMENT: Essentials of Effective Supervision:

Four-Part Series This program is designed for both first-time and experienced supervisors.

This series will be available late February. Dates and location will follow once confirmed.

STRESS MANAGEMENT: A HANDS-ON APPROACH

We all have ways to cope with stress. Some people talk to friends and family. Some "hold their breath" and hope it will go away. None of us, however, can eliminate stress in our lives, especially in these uncertain times. But we can reduce our vulnerability to it and find healthy ways of managing it. This one-hour workshop will help identify how you respond to stress and offer some practical techniques you can use to get a better handle on it.

- Relaxation techniques (breathing patterns, visualizations, progressive muscle relaxation)
- An introduction to mindfulness meditation (there's no way to do it wrong!)
- Suggestions for identifying and challenging distorted, negative thinking so you can decrease unnecessary worrying

DATE: Wednesday, October 7

TIME: 9:45 a.m. - 10:45 a.m.

PRESENTER: Sarah Hawrylak

LOCATION: Amherst College, Porter Lounge, Converse Hall

Sarah Hawrylak, MSW and LICSW, is a clinical social worker who has been in practice in the Pioneer Valley for almost 20 years. As part of her private psychotherapy practice in Amherst, MA, she provides EAP counseling and various workshops for the Wellness Corporation, our Employee Assistance Program. Ms. Hawrylak has a special interest in the treatment of anxiety and mood disorders.

CHANGE AND TRANSITIONS: NEGOTIATING NEW PRIORITIES

The past year has been full of changes - some expected, some unexpected. The response to these external changes has prompted more changes for the college.

Change is an event or occurrence. Transitions are what people experience when change happens. Understanding how to manage transitions can mean a much smoother change process.

The first session of this two-part series will explore the three stages of transition, exploring the dynamics of people's responses to change. The second session will review a framework for re-thinking and re-prioritizing how your work is done to be successful in these new circumstances.

- Learn about the stages of transition: *Ending, Neutral Zone, New Beginnings*
- Understand how people react in these stages
- Explore ideas about how to re-prioritize your work if you have reduced resources
- Discuss strategies for saying “no” when reduced budgets or time may prevent work from being done

DATES:	Tuesdays, November 10 and 17
TIME:	9:00 a.m. - 11:00 a.m.
PRESENTER:	Stephen Butler
LOCATION:	Amherst College, Alumni House

EFFECTIVE SUPERVISION REVIEW

To be successful, supervisors and department heads need to be effective observers and communicators. Observation skills help a supervisor diagnose the situation and identify what an individual needs to be successful. Communication skills help the supervisor create an open relationship and develop a plan that will lead to a successful outcome.

This two part series will review leadership styles and the DiSC behavioral styles profile as tools for understanding how to build more effective work relationships. The sessions will also include opportunities to discuss workplace issues and strategize ways to solve supervisory problems. Participants will:

- review different leadership styles and analyze the work styles of their staff
- strategize how to match their leadership style to the needs of the supervisee
- develop ideas for improving their supervisory effectiveness

Prior knowledge of the *Situational Leadership* model and the *DiSC Behavioral Styles* profile will be helpful but not required to attend this training.

DATES:	Wednesdays, October 14 and 21
TIME:	9:00 a.m. - 11:00 a.m.
PRESENTER:	Stephen Butler
LOCATION:	Amherst College, Porter Lounge, Converse Hall

SUPERVISING STUDENT WORKERS

Student employees are a vital part of our workplace and fill a special niche in the work force. It is helpful to recognize their unique situation as both student and worker, as we explore the challenges and rewards of supervising students. This series will teach tools for the recruitment, training, motivation and supervision of student employees to meet the needs of your department and to create opportunities for students' success.

This workshop is part of a series. Sessions can be taken as individual workshops.

DATES :	October 7 - October 21 (Wednesdays)
Session I:	Orientation of Student Workers
Session II:	Supervising Student Workers
Session III:	Difficult Student Workers
TIME:	9:00 a.m. - Noon

SESSION I: ORIENTATION OF STUDENT WORKERS

This session will review the step-by-step processes for finding and selecting the right students for the job and how to use orientation tools to lay the groundwork for student workplace success. We will also examine some of the ways that student workers enhance and improve our workplace.

- How to use pro-active advertising and hiring practices
- What are the best overall methods and tools to orient students to the workplace
- How our workplace benefits from the contributions of student workers

DATE:	Wednesday, October 7
TIME:	9:00 a.m. - Noon
PRESENTER:	Kathy Sisneros
LOCATION:	University of Massachusetts-Amherst, Campus Center 904-08

SESSION II: SUPERVISING STUDENT WORKERS

A well-planned, realistic training program geared to actual student projects and tasks is essential. Your training program should be regularly updated to reflect the skill and knowledge requirements needed. In this session we will discuss the nature of successful supervision as a continuous process that involves regular feedback and on-going assessment.

- How to structure and define your training program for students
- To use feedback skills to support good work

DATE: Wednesday, October 14

TIME: 9:00 a.m. - Noon

PRESENTER: Kathy Sisneros

LOCATION: University of Massachusetts-Amherst, Campus Center 904-08

SESSION III: DIFFICULT STUDENT WORKERS

In this session, we will review the unique perspective that students bring to the workplace: why they work and what motivates them may be different from non-student workers. We will examine how this influences their experience of work and supervision. You will also gain insight on how you can support consistent quality work habits through coaching, reward, and recognition.

- The unique perspectives students bring to the workplace
- What to do when things don't go as planned with our student workers
- How to reinforce quality work habits through coaching, reward, and recognition
- Which discipline practice to use when necessary

DATE: Wednesday, October 21

TIME: 9:00 a.m. - Noon

PRESENTER: Kathy Sisneros

LOCATION: University of Massachusetts-Amherst, Campus Center 811-15

DEVELOPING ORGANIZING SKILLS

The need to organize ourselves and maximize our time is more critical than ever in today's workplace. This three part series will help participants gain awareness of their own skills, identify areas for growth, and explore tools to support successful accomplishment at work. Each of the workshops can be taken alone. **In order to receive a Certificate of Completion for this series you must complete all three of the courses listed below. You must register for each course separately.**

This workshop is part of a series. Sessions can be taken as individual workshops.

DATES: October 21 - November 18 (Wednesdays)

Session I: E-mail and Info Overload

Session II: Time Management

Session III: Working Productively with Others

TIMES: 9:00 a.m. - Noon

SESSION I: E-MAIL AND INFO OVERLOAD

E-mail and the internet provide us with so many pluses that we often hesitate to examine the minuses many of us experience. If you feel overwhelmed when you open your email inbox or when you search the web for information, this workshop will help you manage your information overload.

- Learn strategies for managing your email more efficiently
- Learn strategies for researching online more efficiently

DATE: Wednesday, October 21

TIME: 9:00 a.m. - Noon

PRESENTER: Eric Hamako

LOCATION: University of Massachusetts-Amherst, Campus Center 903

SESSION II: TIME MANAGEMENT

A practical key to managing a large and complex volume of work is to apply a unified system of organization and time management to the work you do. This workshop will help you better use your time and energy, so you can be more effective at work and in your personal life.

DATE: Wednesday, November 4

TIME: 9:00 a.m. - Noon

PRESENTER: Eric Hamako

LOCATION: University of Massachusetts-Amherst, Campus Center 917

- Briefly assess how you're using your time
- Examine your own time-management styles
- Learn a strategy for managing your time and work more effectively

SESSION III: WORKING PRODUCTIVELY WITH OTHERS

The need to organize ourselves and maximize our time is more critical than ever. This series will help you learn organizational skills, identify areas for growth, and learn tools to support effective organization at work. You will learn how to prioritize work tasks to maximize time and energy; develop an understanding of work style and its impact on co-workers; and cultivate self-management techniques to support productivity in your daily work.

- The ways we work and how our work style impacts co-workers
- How to make our work visible
- How to apply problem-solving skills to our work goals

DATE: Wednesday, November 18

TIME: 9:00 a.m. - Noon

PRESENTER: Margaret Arsenault

LOCATION: University of Massachusetts-Amherst, Campus Center 811-15

INTERMEDIATE MEDIATION

Workplace conflicts and difficult conversations can hinder our ability to work productively together -- they can also help us grow and connect. This two-part workshop will explore intermediate mediation skills that employees can use to deal with conflicts in their workplace. This workshop is intended for participants who have already learned some basic mediation skills. Register for one session; you must attend both sessions. (NOTE: This is NOT a labor-management mediation course.)

Participants must attend both sessions.

DATES: November 18 - December 9 (Wednesdays)

Session I: Intermediate Mediation I

Session II: Intermediate Mediation II

TIMES: 9:00 a.m. – Noon

SESSION I: INTERMEDIATE MEDIATION I

When people tell different stories about a conflict, how can you figure out what's going on? What approaches are helpful? Which can worsen things? And how can you get to the heart of the problem? In this session, we'll explore these questions through lecture, discussion and role plays.

- Identify types of conflict
- Gather useful information
- Identify underlying interests

DATE: Wednesday, November 18

TIME: 9:00 a.m. - Noon

PRESENTER: Eric Hamako

LOCATION: University of Massachusetts-Amherst, Campus Center 905-08

SESSION II: INTERMEDIATE MEDIATION II

Once you develop a working understanding of a conflict, how do you proceed? How can you come up with potential solutions? And how can you come to an agreement about a solution? In this session, we'll explore these questions through lecture, discussion and role plays.

- Generate creative options
- Develop workable solutions

DATE: Wednesday, December 9

TIME: 9:00 a.m. - Noon

PRESENTER: Eric Hamako

LOCATION: University of Massachusetts-Amherst, Campus Center 804-08

WORKPLACE WRITING SKILLS SERIES

In our high technology low face-time workplaces most of us are interpreted (or misinterpreted) through the written word. That e-mail that sounded so innocent to you suddenly becomes the basis for a conflict with your co-worker in another building. The flyer your department sent out gets sent back to you with the grammar corrected by another department's faculty member. Or that handout in your workshop makes you question the qualifications of your facilitator. This three part workshop will give participants a quick tune up on their writing skills and help you to more effectively proofread your own work.

This workshop is part of a series. Sessions can be taken as individual workshops.

DATES:	January 6 - January 20 (Wednesdays)
Session I:	Reviewing Writing Basics
Session II:	Making It Brief
Session III:	Notice Your Tone
TIME :	9:00 a.m. - 10:30 a.m.

SESSION I: REVIEWING WRITING BASICS

In our high technology low face-time workplaces most of us are interpreted (or misinterpreted) through the written word. In this session participants will review some of the basics of writing through the use of several writing activities. Participants will learn techniques for proofreading and analyzing their own work. A particular emphasis will be put on writing for the workplace.

- Write business memos and letters in standard formats
- Avoid common grammar mistakes
- Practice clear and effective written communication

DATE:	Wednesday, January 6
TIME:	9:00 a.m. - 10:30 a.m.
PRESENTER:	Danette Day
LOCATION:	University of Massachusetts-Amherst, Campus Center 804-08

SESSION II: MAKING IT BRIEF

In our high technology low face-time workplaces most of us are interpreted (or misinterpreted) through the written word. Learning to get your message across clearly with fewer words can be a useful workplace skill. In this session participants will begin to assist each other through collaborative review and feedback.

- Compose brief writing samples for their specific office setting
- Edit communications for clarity and brevity
- Deal with common grammar concerns

DATE: Wednesday, January 13

TIME: 9:00 a.m. - 10:30 a.m.

PRESENTER: Danette Day

LOCATION: University of Massachusetts-Amherst, Campus Center 804-08

SESSION III: NOTICE YOUR TONE

In our high technology low face-time workplaces most of us are interpreted (or misinterpreted) through the written word. So often we hear “It’s not what was said, it is how it was said” after the e-mail or letter has been received. In this final session the emphasis will be on noticing the tone of your writing in order to avoid unwanted or unintended responses.

DATE: Wednesday, January 20

TIME: 9:00 a.m. - 10:30 a.m.

PRESENTER: Danette Day

LOCATION: University of Massachusetts-Amherst, Campus Center 804-08

- Assess the tone of their writing
- Communicate your message to support a collaborative work environment
- Avoid punctuation and grammar mistakes that can lead to misunderstandings

MANAGING MULTIPLE GENERATIONS

Increasingly, managers and supervisors are working with multiple generations in the workplace. The differences among the generations can be one of the greatest challenges facing managers today. In this workshop, we will explore generational differences in employees' work expectations, attitudes, and motivators as well as differences in communication style, work-life balance and interactions with others. We will discuss ways of working productively with different generations and learn how to diffuse workplace tensions when people of different generations-working side by side- don't understand each other.

- Identify characteristics of the four generations in the workplace
- Recognize workplace issues and situations that may be influenced by generational differences
- Improve your ability to communicate effectively with all generations and build a respect-filled workplace
- Develop approaches and strategies to effectively manage multiple generations at work

DATE: Tuesday, January 12

TIME: 9:00 a.m. – Noon

PRESENTER: Linda Marchesani

LOCATION: University of Massachusetts-Amherst, Campus Center 804-08

Registration Form

How do I enroll?

Registrations will be accepted throughout the semester on a “space-available basis.” Select your workshop, check with your supervisor for permission to attend, and submit your registration using one of the following:

- Mail your registration form to Carmen Jimenez, HR Skinner Hall Room 1
- Fax your registration form to (413) 538-3359
- Email your registration form to cjimenez@mtholyoke.edu.

Is there a fee?

These programs are funded by the Five College Training & Development Collaborative. There is no cost to you as an employee.

What if I register and then can't attend?

We require a 48-hour notice or a \$50 missed-program fee will be charged to your department.

Is there a limit on the number of workshops I can attend?

In order to give all employees an opportunity to enroll and to maintain adequate staffing levels, we suggest limiting your attendance to **three** workshops.

Professional Development Workshop

Fall 2009 Registration Form

(please print)

Name: _____ Department: _____

Campus: _____ Extension: _____

Email: _____ Supervisor: _____

Name of Workshop(s):
