Click on the Bookmark Tab to find a workshop description. Then make the appropriate selection by clicking on one of the categories.

# 2005 Winter & Spring Workshops by Date

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>WORKSHOP/CONSULTATIONS</th>
<th>LOCATION</th>
<th>PRESENTERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/10/2005</td>
<td>9am-6pm</td>
<td>Consultations w/Joe Crowley*** - FULL</td>
<td>Human Resources</td>
<td>Joe Crowley</td>
</tr>
<tr>
<td>1/11/2005</td>
<td>9am-6pm</td>
<td>Consultations w/Joe Crowley*** - FULL</td>
<td>Parlor A</td>
<td>Joe Crowley</td>
</tr>
<tr>
<td>1/11/2005</td>
<td>11am-noon</td>
<td>HR Info Series: Understanding you EAP</td>
<td>Parlors BCDE</td>
<td>United Behavioral Health</td>
</tr>
<tr>
<td>1/12/2005</td>
<td>all day</td>
<td>TIAA-Cref Consultations***</td>
<td>HR</td>
<td>TIAA-Cref</td>
</tr>
<tr>
<td>1/13/2005</td>
<td>9am-6pm</td>
<td>Consultations w/Joe Crowley*** - FULL</td>
<td>Parlor A</td>
<td>Joe Crowley</td>
</tr>
<tr>
<td>1/13/2005</td>
<td>11am-noon</td>
<td>Tax Update workshop w/ Joe Crowley</td>
<td>Williman Rm.</td>
<td>Joe Crowley</td>
</tr>
<tr>
<td>1/14/2005</td>
<td>9am-6pm</td>
<td>Consultations w/Joe Crowley*** - FULL</td>
<td>Parlor A</td>
<td>Joe Crowley</td>
</tr>
<tr>
<td>1/19/2005</td>
<td>2pm-3:30pm</td>
<td>HR Info Series: SCU's Hiring Process</td>
<td>HR</td>
<td>Anna Olmos</td>
</tr>
<tr>
<td>1/20/2005</td>
<td>2pm-3:30pm</td>
<td>Effective Delegation</td>
<td>HR</td>
<td>Charlie Ambelang</td>
</tr>
<tr>
<td>1/25/2005</td>
<td>all day</td>
<td>Fidelity Investments Consultations***</td>
<td>HR</td>
<td>Fidelity Investments</td>
</tr>
<tr>
<td>1/25/2005</td>
<td>10-11:30am</td>
<td>A Manager's First Aid Guide</td>
<td>Williman Rm.</td>
<td>United Behavioral Health</td>
</tr>
<tr>
<td>1/25/2005</td>
<td>1pm-2:30pm</td>
<td>History of SCU</td>
<td>HR</td>
<td>George Giacomin</td>
</tr>
<tr>
<td>1/26/2005</td>
<td>1pm-2:30pm</td>
<td>Providing Performance Feedback</td>
<td>HR</td>
<td>Charlie Ambelang</td>
</tr>
<tr>
<td>1/27/2005</td>
<td>8:30am-noon</td>
<td>Performance Planning</td>
<td>HR</td>
<td>Charlie Ambelang/Sara Sperling</td>
</tr>
<tr>
<td>2/2/2005</td>
<td>2pm-3:30pm</td>
<td>HR Info Series: Exempt vs. Non- Exempt</td>
<td>Parlors BCDE</td>
<td>Martha Castro</td>
</tr>
<tr>
<td>2/3/2005</td>
<td>noon-1:30pm</td>
<td>Stress Management</td>
<td>Parlors BCDE</td>
<td>United Behavioral Health</td>
</tr>
<tr>
<td>2/8/2005</td>
<td>2pm-3:30pm</td>
<td>Putting the Power in your Presentation not Your PowerPoint</td>
<td>Parlors BCDE</td>
<td>Gloria Hofer</td>
</tr>
<tr>
<td>2/9/2005</td>
<td>all day</td>
<td>TIAA-Cref Consultations***</td>
<td>HR</td>
<td>TIAA-Cref</td>
</tr>
<tr>
<td>2/10/2005</td>
<td>10am-11:30am</td>
<td>Peoplesoft Self Service</td>
<td>Orrdrade 207</td>
<td>Jerry Aquino</td>
</tr>
<tr>
<td>2/15/2005</td>
<td>1pm-3pm</td>
<td>Writing &amp; Editing for the Web</td>
<td>HR</td>
<td>Stephanie Griffith</td>
</tr>
<tr>
<td>2/16/2005</td>
<td>all day</td>
<td>Fidelity Investments Consultations***</td>
<td>HR</td>
<td>Fidelity Investments</td>
</tr>
<tr>
<td>2/16/2005</td>
<td>2pm-4pm</td>
<td>Diversity Unplugged</td>
<td>HR</td>
<td>Charlie Ambelang</td>
</tr>
<tr>
<td>2/23/2005</td>
<td>10am-11:30am</td>
<td>Buying and Maintaining Your Personal PC</td>
<td>HR</td>
<td>Carl Fussell</td>
</tr>
<tr>
<td>2/23/2005</td>
<td>10am-noon</td>
<td>Sexual Harassment Prevention</td>
<td>HR</td>
<td>Cheryl Johnson/Charlie Ambelang</td>
</tr>
<tr>
<td>2/23/2005</td>
<td>2pm-4pm</td>
<td>Running Effective Meetings</td>
<td>HR</td>
<td>Cheryl Johnson</td>
</tr>
<tr>
<td>2/24/2005</td>
<td>8:30am-2pm</td>
<td>CPR/AED Training</td>
<td>Parlors BCDE</td>
<td>American Red Cross</td>
</tr>
<tr>
<td>2/24/2005</td>
<td>1pm-3pm</td>
<td>Skills for Aspiring Managers</td>
<td>HR</td>
<td>Cheryl Johnson</td>
</tr>
<tr>
<td>3/1/2005</td>
<td>11am-12:15pm</td>
<td>Shared Visions</td>
<td>Campus Min.</td>
<td>Mario Prietto S.J.</td>
</tr>
<tr>
<td>3/3/2005</td>
<td>noon-1:30pm</td>
<td>HR Info Series: Understanding Leaves</td>
<td>HR</td>
<td>Anne Mota</td>
</tr>
<tr>
<td>3/8/2005</td>
<td>all day</td>
<td>Fidelity Investments***</td>
<td>HR</td>
<td>Fidelity Investments</td>
</tr>
<tr>
<td>3/8/2005</td>
<td>noon-1pm</td>
<td>Creating an Investment Strategy</td>
<td>Parlors BCDE</td>
<td>Fidelity Investments</td>
</tr>
<tr>
<td>3/9/2005</td>
<td>8:30am-noon</td>
<td>Performance Planning</td>
<td>Parlors BCDE</td>
<td>Charlie Ambelang</td>
</tr>
<tr>
<td>3/14/2005</td>
<td>9am-6pm</td>
<td>Consultations w/Joe Crowley</td>
<td>Parlor A</td>
<td>Joe Crowley</td>
</tr>
<tr>
<td>3/15/2005</td>
<td>9am-6pm</td>
<td>Consultations w/Joe Crowley</td>
<td>Parlor A</td>
<td>Joe Crowley</td>
</tr>
<tr>
<td>3/16/2005</td>
<td>all day</td>
<td>TIAA-Cref Consultations***</td>
<td>HR</td>
<td>TIAA-Cref</td>
</tr>
<tr>
<td>3/16/2005</td>
<td>noon-1pm</td>
<td>Conducting Performance Reviews: For Supervisors</td>
<td>HR</td>
<td>Charlie Ambelang</td>
</tr>
<tr>
<td>3/17/2005</td>
<td>9am-6pm</td>
<td>Consultations w/Joe Crowley***</td>
<td>HR</td>
<td>Joe Crowley</td>
</tr>
</tbody>
</table>

To sign up for a workshop please go to [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)
<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event Description</th>
<th>Location</th>
<th>Organizer</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/18/2005</td>
<td>9am-6pm</td>
<td>Consultations w/Joe Crowley***</td>
<td>Parlor A</td>
<td>Joe Crowley</td>
</tr>
<tr>
<td>3/30/2005</td>
<td>noon-1:30pm</td>
<td>HR Info Series: Organizational Learning and Development Areas</td>
<td>Parlor A</td>
<td>Charlie Ambelang/Sara Sperling</td>
</tr>
<tr>
<td>3/31/2005</td>
<td>2pm-3:30pm</td>
<td>Conflict Resolution</td>
<td>Williman Rm.</td>
<td>Sara Sperling</td>
</tr>
<tr>
<td>4/5/2005</td>
<td>2pm-3:30pm</td>
<td>Interviewing Skills</td>
<td>Parlor A</td>
<td>Susan Rockwell</td>
</tr>
<tr>
<td>4/7/2005</td>
<td>noon-1:30pm</td>
<td>HR Info Series: Employee Relations</td>
<td>Parlor A</td>
<td>Charlie Ambelang</td>
</tr>
<tr>
<td>4/12/2005</td>
<td>2pm-3:30pm</td>
<td>Humor in the Workplace</td>
<td>Parlor A</td>
<td>Charlie Ambelang</td>
</tr>
<tr>
<td>4/13/2005</td>
<td>all day</td>
<td>TIAA-Cref Consultations***</td>
<td>Parlor A</td>
<td>TIAA-Cref</td>
</tr>
<tr>
<td>4/14/2005</td>
<td>noon-1:30pm</td>
<td>&quot;Green Practices&quot; in the Workplace</td>
<td>Parlor BCDE</td>
<td>Amy Shachter</td>
</tr>
<tr>
<td>4/19/2005</td>
<td>2pm-4pm</td>
<td>Customer Service Skills</td>
<td>Parlor BCDE</td>
<td>Cheryl Johnson</td>
</tr>
<tr>
<td>4/20/2005</td>
<td>10am-noon</td>
<td>Sexual Harassment Prevention</td>
<td>Parlor BCDE</td>
<td>Cheryl Johnson/Charlie Ambelang</td>
</tr>
<tr>
<td>4/20/2005</td>
<td>2pm-4pm</td>
<td>Motivational Leadership</td>
<td>Parlor BCDE</td>
<td>Cheryl Johnson</td>
</tr>
<tr>
<td>4/21/2005</td>
<td>10am-noon</td>
<td>Panic Free Presentations</td>
<td>Parlor BCDE</td>
<td>Cheryl Johnson</td>
</tr>
<tr>
<td>4/26/2005</td>
<td>noon-1pm</td>
<td>Strategies for Entertaining at Home</td>
<td>Parlor BCDE</td>
<td>Karrie Grasser</td>
</tr>
<tr>
<td>4/27/2005</td>
<td>all day</td>
<td>Fidelity Investments***</td>
<td>Parlor BCDE</td>
<td>Fidelity Investments</td>
</tr>
<tr>
<td>4/28/2005</td>
<td>10am-noon</td>
<td>Type in the Workplace</td>
<td>Parlor BCDE</td>
<td>Kim Zilliox</td>
</tr>
<tr>
<td>5/3/2005</td>
<td>1pm-2:30pm</td>
<td>HR Info Series: SCU's Hiring Process</td>
<td>Parlor BCDE</td>
<td>Anna Olmos</td>
</tr>
<tr>
<td>5/9/2005</td>
<td>9am-6pm</td>
<td>Consultations w/Joe Crowley***</td>
<td>Parlor BCDE</td>
<td>Joe Crowley</td>
</tr>
<tr>
<td>5/10/2005</td>
<td>9am-6pm</td>
<td>Consultations w/Joe Crowley***</td>
<td>Parlor BCDE</td>
<td>Joe Crowley</td>
</tr>
<tr>
<td>5/10/2005</td>
<td>9am-noon</td>
<td>Emotional Intelligence</td>
<td>Parlor BCDE</td>
<td>Dustin Reece</td>
</tr>
<tr>
<td>5/11/2005</td>
<td>all day</td>
<td>TIAA-Cref Consultations***</td>
<td>Parlor BCDE</td>
<td>TIAA-Cref</td>
</tr>
<tr>
<td>5/11/2005</td>
<td>9am-noon</td>
<td>Change Management</td>
<td>Parlor BCDE</td>
<td>Dustin Reece</td>
</tr>
<tr>
<td>5/12/2005</td>
<td>9am-6pm</td>
<td>Consultations w/Joe Crowley***</td>
<td>Parlor BCDE</td>
<td>Joe Crowley</td>
</tr>
<tr>
<td>5/12/2005</td>
<td>noon-1:30pm</td>
<td>Summer Fun for Everyone Fair</td>
<td>Parlor BCDE</td>
<td>United Behavioral Health</td>
</tr>
<tr>
<td>5/12/2005</td>
<td>2pm-3:30pm</td>
<td>Planning Your Child's Summer</td>
<td>Parlor BCDE</td>
<td>United Behavioral Health</td>
</tr>
<tr>
<td>5/13/2005</td>
<td>9am-6pm</td>
<td>Consultations w/Joe Crowley***</td>
<td>Parlor BCDE</td>
<td>Joe Crowley</td>
</tr>
<tr>
<td>5/18/2005</td>
<td>8:30am-2pm</td>
<td>CPR/AED Training</td>
<td>Parlor BCDE</td>
<td>American Red Cross</td>
</tr>
<tr>
<td>5/24/2005</td>
<td>1pm-2:30pm</td>
<td>Peoplesoft Self Service</td>
<td>Orradre 207</td>
<td>Jerry Aquino</td>
</tr>
<tr>
<td>5/25/2005</td>
<td>all day</td>
<td>Fidelity Investments Consultations***</td>
<td>Parlor BCDE</td>
<td>Fidelity Investments</td>
</tr>
<tr>
<td>6/2/2005</td>
<td>noon-1pm</td>
<td>Wealth Management Strategies</td>
<td>Brass Rail</td>
<td>TIAA-Cref</td>
</tr>
<tr>
<td>6/8/2005</td>
<td>all day</td>
<td>Fidelity Investments Consultations***</td>
<td>Parlor BCDE</td>
<td>Fidelity Investments</td>
</tr>
<tr>
<td>6/15/2005</td>
<td>all day</td>
<td>TIAA-Cref Consultations***</td>
<td>Parlor BCDE</td>
<td>TIAA-Cref</td>
</tr>
</tbody>
</table>

*** See Course Description for Appointment Phone Number.
Winter & Spring 2005 Workshops by Category

<table>
<thead>
<tr>
<th>e-Learning</th>
<th>Financial Planning</th>
<th>Health &amp; Safety</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership &amp; Supervision</td>
<td>New Employees</td>
<td>Professional Development</td>
</tr>
<tr>
<td>SCU Policies &amp; Procedures</td>
<td>Work Life Balance</td>
<td>Presenters</td>
</tr>
</tbody>
</table>

*** Click on the Bookmark Tab located at the left top corner of this page to move to a category.

**e-Learning**

Buying and Maintaining your Personal PC
Presenter: Carl Fussell, Information Technology
February 17; Noon-1:30pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Are you considering replacing your home PC? This workshop will discuss some of the issues around acquiring a new Windows based PC. We will also discuss some of the common issues and questions that arise after you have the PC itself. Some of the topics we will focus on are:
- PCs: What to look for when buying one.
- Best practices for setting up your new PC.
- Security! Do you need it at home?
- Spam and Spyware: Is there anything you can do about this?
- Connecting to the BBI (“big bad internet”)
- “I have 2 PCs at home. Can both access the Internet?”

PeopleSoft Self-Service
Presenter: Jerry Aquino, Human Resources
February 10; 10am -11:30am
May 24; 1pm-2:30pm
Orradre Rm. 207
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Have you explored your eProfile? Come learn about the new PeopleSoft Employee Self-Service Applications that you can do from your local computer. This workshop will provide step by step procedures on how to view and edit your personal information, including home and mailing addresses, phone numbers, email addresses and emergency contact information. In addition, you will learn how to track payroll information, such as current and past pay statements, voluntary deductions, direct deposit distributions and sick and vacation leave accruals. Save yourself numerous trips and phone calls to Human Resources and come learn how to utilize your eProfile at this workshop!
Need to brush up on some skills? Training for the skills you want to acquire is not being offered? Then see how on-line training is accessible and available to you anywhere you have a computer with internet access. There are over 500 course offerings. Also recently added are a number of courses covering desktop computer applications. In this hands-on workshop, you will have time to browse the catalog, view some courses and have your questions answered.

Writing and Editing for the Web
Presenter: Stephanie Griffith, Office of Communications and Marketing
February 15; 1pm-3pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Do you write or edit content for Web pages? Do you want to know how to write online versions of print documents? Do you want to know how you can make your Web pages more readable and useful? If you answered 'Yes' to any of these questions, this workshop may help. You will learn how to define your audiences, and deliver your messages most effectively to them.

Financial Planning

Creating an Investment Strategy
Presenter: Fidelity Investments
March 8; Noon-1pm
Benson Parlors BCDE
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

This workshop is for those with knowledge of investment basics but would like to develop or revise their investment strategy. We will cover model portfolios, asset classes, risk and time factors, tools to help you evaluate investment options and many more.

Fidelity Investments Consultations
January 25, February 16, March 8, April 27, May 25 & June 8; All Day
Human Resources Conference Room
RSVP: 800-642-7131

Representatives from Fidelity Investments provide one-to-one retirement consulting to employees. This is a confidential, half-hour appointment that can be scheduled by directly contacting Fidelity Investments at 800-642-7131.
Financial Consultation with Joe Crowley  
**January 10-14 (ALL FULL),** March 14, 15, 17, 18, May 9, 10, 12, 13; 9am-6pm  
Benson Parlor A/Human Resources  
RSVP: RSVP: Human Resources Service Desk at x4392. Have your employee ID number ready. Ask for specific location.

Joe Crowley, the University’s financial counselor, is available to assist faculty and staff with their personal financial matters. He offers 50-minute, confidential appointments to assist you in making wise financial decisions from buying a home to investments in the stock market.

Tax Update Workshop with Joe Crowley  
Presenter: Joe Crowley  
January 13; 11am-noon  
Williman Room  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

This workshop is targeted towards employed individuals and families earning $40,000 to $400,000 annually. Joe Crowley will present tips and suggestions on the following tax-related topics:

- Tax return preparation and filing strategies
- Alternate Minimum Tax implications
- ROTH IRA vs. 403 (b) contributions
- Income allocation strategy
- Advantage of FSAs
- Education Loan Interest Deduction
- Capital Gains and Losses
- Retirement Planning

Don’t miss out on up-to-date tax information and attend this workshop!

TIAA-CREF Consultations  
January 12, February 9, March 16, April 13, May 11, June 15; All Day  
Human Resources Conference Room  
RSVP: Call 800-842-2007, x1005 or visit their website at [https://ifs2.tiaa-cref.org/cgi-bin/WebObjects/ARS](https://ifs2.tiaa-cref.org/cgi-bin/WebObjects/ARS).

Representatives from TIAA-CREF provide one-on-one retirement counseling to employees. This is a confidential, 45-minute appointment.

Wealth Management Strategies  
Presenter: TIAA-Cref  
June 2; Noon-1pm  
Brass Rail  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

TIAA-CREF now offers professional asset management services through its subsidiary, the TIAA-CREF Trust Company. Clients are assigned a dedicated portfolio manager who develops a customized asset allocation and income strategy for both TIAA-CREF and non-TIAA-CREF investments. Portfolios can be constructed using individual stocks and bonds as well as mutual funds. Portfolio management is available to TIAA-CREF participants and the general public. You can learn more about these services and schedule an individual appointment by attending the TIAA-CREF Wealth Management Seminar.
Health & Safety

CPR/AED Training
Presenter: American Red Cross
February 24 & May 18; 8:30am-2pm
Benson Parlors BCDE
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

This comprehensive course trains individuals to prevent, prepare for and respond to life threatening workplace emergencies. Participants will learn and practice adult CPR and become proficient in operating AED devices. AEDs are emergency medical devices designed for use by non medical responders in the workplace or community. Attend this workshop and learn essential life saving skills. (Continental breakfast and lunch will be provided.)

HR Info Series: Understanding your EAP
Presenter: United Behavioral Health
January 11; 11am-noon
Benson Parlors BCDE
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

This workshop will be an overview of SCU's Employee Assistance Program (EAP). Your Employee Assistance Program (EAP) and Mental Health and Substance Abuse (MHSA) benefits are available to assist you with many work related and personal issues, from advice about a financial question to dealing with a stressful work situation to overcoming a serious emotional problem. In addition, your EAP can refer you to a wide range of services, including legal, financial, family mediation and community resources.

Green Practices in the Workplace: 12 Simple Things You Can Do for a Sustainable SCU
Presenter: Amy Shachter, Arts and Sciences
April 14; Noon-1:30pm
Benson Parlors BCDE
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

This workshop is designed to develop workplace habits and facilitate campus decision-making that is more environmentally sustainable. Sustainability has been defined by the United Nations as meeting the needs of the present without compromising the ability of future generations to meet their needs. We will discuss twelve simple things we can all do to contribute to a more sustainable work place.

A Manager’s First Aid Guide
Presenter: United Behavioral Health
January 25; 10am-11:30am
Williman Room
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Managers observe sometimes confusing and/or troublesome employee behaviors on a daily basis. This program offers workplace support and solid suggestions for dealing with employees exhibiting symptoms of depression, anxiety, techno-stress, addiction and potentially violent behavior. Dealing with potential problems early on contributes to their successful resolution. Highlights include:

- Identify the different roles of the manager and the therapist
- Sharpen skills of observation.
- Learn how to recognize and deal with potentially problematic workplace behaviors.
- Become familiar with how and where to get help for employees.
**Stress Management**  
Presenter: United Behavioral Health  
February 3; Noon-1:30pm  
Benson Parlors BCDE  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

Here’s a useful program that helps participants identify the stressors in their lives and understand how they have affected them. Focus is placed on the use of positive coping mechanisms to reduce the negative effects of stress. Attendees have an opportunity to practice relaxation exercises.

**Leadership & Supervision**

**Change Management**  
Presenter: Dustin Reece, Loyola Marymount University  
May 11, 2005  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

How do you deal with change in your professional and personal life? Based on the popular book "Who Moved My Cheese" this workshop will help you discover how to deal with change so that you can enjoy less stress and more success in your life. In the workshop you will:
1) Identify how you respond to change  
2) Learn how to anticipate change  
3) Explore how to move with the "cheese"

**Conducting the Performance Reviews: For Supervisors**  
Presenter: Charlie Ambelang, Human Resources  
March 16; Noon-1pm  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

This workshop is designed to assist supervisors in preparing for the annual performance review process. The following topics will be covered; measuring performance against standards; collecting performance feedback; structuring and conducting the actual review; and using this year’s review to prepare for next years' performance cycle.

**Conflict Resolution**  
Presenter: Sara Sperling, Human Resources  
March 31; 2pm-3:30pm  
Williman Room  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

We have all experienced the stress that comes from having unresolved conflicts. Conflicts that are ignored or resolved badly do not go away. The effects on the workplace could be absenteeism, loss of productivity, and turnover. We will introduce the participants to a Conflict Resolution model. Participants will use a current conflict to discuss various constructive outcomes.
Customer Service Skills
Presenter: Cheryl Johnson, Human Resources
April 19; 2pm-4pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

We all have ideas about what represents good customer service. What are the keys to good customer service? How do you enhance customer service? What are some of the skills needed for good customer service interaction? In this interactive workshop, you will have an opportunity to talk about, share, and learn about customer service strategies.

Diversity Unplugged
Presenter: Charlie Ambelang, Human Resources
February 16; 2pm-4pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

What are people in today's workplace saying about race and gender? Diversity Unplugged is a video that provides a chance to examine what people are thinking and saying about how differences impact them and their relationships with others at work. Workshop participants will examine their reactions to this video discuss how the issues raised manifest themselves here at SCU. Join us in this opportunity to examine your perceptions, attitudes and beliefs and honestly discuss how issues of differences impact you.

Effective Delegation
Presenter: Charlie Ambelang
January 20; 2pm-3:30pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Are you able to effectively delegate? Does it seem easier to “just do it yourself” rather than explain to someone else? Have you tried to delegate to someone else only to have to go back and undo all that they had tried to do? The difficulty may not lie with them but your ability to delegate. Delegation is a skill that will become more effective with practice. Learn how to delegate more effectively, use delegation to develop staff, and accomplish more for yourself and your department. This workshop is for those who supervise staff and students.

HR Info Series: Employee Relations
Presenter: Charlie Ambelang, Human Resources
April 7; Noon-1:30pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Employee Relations process explained. This is a great workshop for all staff. The employee relations process exists to help employees and supervisors resolve conflicts and promote effective working relationships. The employee relations team in Human Resources assists University departments in managing job performance and addressing workplace issues.
**HR Info Series: Organizational Learning and Development Areas**  
Presenter: Charlie Ambelang, Human Resources  
March 30; Noon-1:30pm  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

This workshop will review all the programs and services of HR Organizational Learning and Development. Participants will learn about the Professional Development program, leadership development workshop series, and online training. We will also review how OLD staff can create customized workshops, as well as assist in team building and retreat facilitation for intact work groups. We will also identify numerous inventories and assessments that individuals can use to better understand themselves and work groups can use to work together more effectively.

**HR Info Series: SCU’s Hiring Process**  
Presenter: Anna Olmos, Human Resources  
January 19; 2pm-3:30pm  
May 3; 1pm-2:30pm  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

This workshop is intended for all Hiring Managers on campus. Topics covered will be the requisition process, posting of the position, receiving of resumes, internal candidates, interviewing—phone and screening, reference checks, offer packets and letter, and NEO.

**Interviewing Skills**  
Presenter: Susan Rockwell, Career Center  
April 5; 2pm-3:30pm  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

This workshop will cover the skills and techniques necessary to be a savvy interviewer. Learn how to recruit effectively for your department and find the right person for the job. You will learn effective recruitment and interviewing techniques that you will be able to use in your next position recruitment.

**A Manager’s First Aid Guide**  
Presenter: United Behavioral Health  
January 25; 10am-11:30am  
Williman Room  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

Managers observe sometimes confusing and/or troublesome employee behaviors on a daily basis. This program offers workplace support and solid suggestions for dealing with employees exhibiting symptoms of depression, anxiety, techno-stress, addiction and potentially violent behavior. Dealing with potential problems early on contributes to their successful resolution. Highlights include:

- Identify the different roles of the manager and the therapist  
- Sharpen skills of observation.  
- Learn how to recognize and deal with potentially problematic workplace behaviors.  
- Become familiar with how and where to get help for employees.
Managing Change
Presenter: Dustin Reece, LMU
May 11; 9am-noon
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

How do you deal with change in your professional and personal life? Based on the popular book "Who Moved My Cheese" this workshop will help you discover how to deal with change so that you can enjoy less stress and more success in your life. In the workshop you will:

- Identify how you respond to change
- Learn how to anticipate change
- Explore how to move with the "cheese"

Motivational Leadership
Presenter: Cheryl Johnson, Human Resources
April 20; 2pm-4pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Are you a motivational leader? What does it take to motivate yourself and others? In this interactive workshop, you will assess your motivational style, and learn about techniques and practices. You will also have an opportunity to hear from a panel of leaders about their successes in motivating themselves and others.

Providing Performance Feedback
Presenter: Charlie Ambelang, Human Resources
January 26; 1pm-2:30pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Learn to make performance feedback a continuous process. Participants will learn how to collect feedback from customers and work groups and also how to give both positive and negative value-added feedback.

Running Effective Meetings
Presenter: Cheryl Johnson, Human Resources
February 23; 2pm-4pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Could your meetings benefit from an energy boost? Would you like to learn some new techniques and tips on how to make your team’s meeting more functional, productive, and fun? Attend this highly interactive and participative workshop to learn how to bring more structure and direction to your meetings while also increasing buy-in and participation and improving morale. Participants will have a chance to practice new found skills in small group settings. Participants will learn how to improve their facilitation of meetings so that things get done and decisions are made and communicated.
Skills for Aspiring Managers
Presenter: Cheryl Johnson, Human Resources
February 24; 1pm-3pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Good workers do not automatically become effective managers when they rise through the ranks and assume management roles. As workers they may be productive, punctual and dependable, but the foundation a manager needs goes beyond those commendable work habits. This workshop is designed for the professional interested in advancing (or newly appointed) to a position of leadership - manager, team leader or supervisor. The practical and applicable skills taught in this workshop will build confidence and knowledge and assist in achieving results as you prepare for a leadership role

Type in the Workplace
Presenter: Kim Zilliox, Career Center
April 28; 10am-noon
Benson Center, Parlors BCDE
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Knowing more about yourself is beneficial no matter how you slice it. Whether you are new to a team or have been part of the University for years, come to this highly individualized workshop based on the Myers Briggs personality assessment to learn how to be more effective in the workplace. Participants will verify their own type and discuss the differences in the workplace.

New Employees

Getting Things Done
http://www.scu.edu/hr/gettingthingsdone/index.cfm

Are you new to Santa Clara University or still trying to figure out how to get things done on campus? Read the most frequently asked questions that new employees have about various SCU campus resources. This web site will help you to better maneuver through the various SCU departments and offices.

History of SCU
Presenter: George Giacomini, History Department
January 25; 1pm-2:30pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Learn more about the history of Santa Clara University from History Professor George Giacomini. The workshop will include a “field trip” to the Archeological Research lab to view some of the relics of our past. George has been at SCU since 1962 and recently authored a pictorial history of SCU’s 150 years with Father Gerald McKevitt.
HR Info Series: Organizational Learning and Development Areas
Presenter: Charlie Ambelang, Human Resources
March 30; Noon-1:30pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

This workshop will review all the programs and services of HR Organizational Learning and Development. Participants will learn about the Professional Development program, leadership development workshop series, and online training. We will also review how OLD staff can create customized workshops, as well as assist in team building and retreat facilitation for intact work groups. We will also identify numerous inventories and assessments that individuals can use to better understand themselves and work groups can use to work together more effectively.

HR Info Series: Understanding Leaves
Presenter: Anne Mota, Human Resources
March 3; Noon-1:30pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Find out who is eligible for leaves at SCU and what types of leaves are available. Topics covered in the session will include worker’s compensation, FMLA, disability and pregnancy leaves.

HR Info Series: Understanding your EAP
Presenter: United Behavioral Health
January 11; 11am-noon
Benson Parlors BCDE
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

This workshop will be an overview of SCU's Employee Assistance Program (EAP). Your Employee Assistance Program (EAP) and Mental Health and Substance Abuse (MHSA) benefits are available to assist you with many work related and personal issues, from advice about a financial question to dealing with a stressful work situation to overcoming a serious emotional problem. In addition, your EAP can refer you to a wide range of services, including legal, financial, family mediation and community resources.

Performance Planning
Presenter: Charlie Ambelang & Sara Sperling, Human Resources
January 27; Human Resources; 8:30am-noon
March 9; Benson Center Parlors BCDE; 8:30am-noon
RSVP: Click on the following link http://www.scu.edu/hr/calendar/event-rsvp.cfm

Are you a new staff member, or have yet to attend a Performance Planning workshop? All university staff are asked to attend this workshop within the first three months of employment. Participants will learn how to work with supervisors to set performance expectations, measure success, and ensure that clear and concise performance feedback takes place.
**Sexual Harassment Prevention**  
Presenters: Charlie Ambelang & Cheryl Johnson, Human Resources  
February 23, April 20; 10am-noon  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

Does sexual harassment happen at SCU or are we immune from this fairly common workplace problem? This interactive session will focus on identifying what constitutes sexual harassment and what can be done if you feel that you are the target of sexual harassment. Participants will also get a chance to analyze a variety of workplace scenarios and determine if they are appropriate. We will also look at the difference between intent and impact related to sexual harassment and what is meant by welcome vs. unwelcome behavior. Finally, we will cover what employees can do to insure that the work environment is a respectful and productive one.

**Shared Visions**  
Presenter: Mario Prietto S.J.  
March 1; 11am-12:15pm  
Campus Ministry Conference Room  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

An opportunity for faculty and staff to learn about the Jesuits. After a brief film that highlights the work of three specific Jesuits, the participants will have an opportunity to hear about such items as: where the Jesuits fit in the Catholic Church, how they are trained, and their spirituality and mission. This will be followed by a question & answer period and discussion. The workshop is conducted by Fr. Mario Prietto, S.J., Director of Campus Ministry.

**SkillBuilder**  
Presenter: Charlie Ambelang, Human Resources  
April 27; 11am-noon  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

Need to brush up on some skills? Training for the skills you want to acquire is not being offered? Then see how on-line training is accessible and available to you anywhere you have a computer with internet access. There are over 500 course offerings. Also recently added are a number of courses covering desktop computer applications. In this hands-on workshop, you will have time to browse the catalog, view some courses and have your questions answered.
Professional Development

**Change Management**
Presenter: Dustin Reece, Loyola Marymount University  
May 11, 2005  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

How do you deal with change in your professional and personal life?  
Based on the popular book "Who Moved My Cheese" this workshop will help you discover how to deal with change so that you can enjoy less stress and more success in your life. In the workshop you will:

1) Identify how you respond to change  
2) Learn how to anticipate change  
3) Explore how to move with the "cheese"

**Conducting the Performance Reviews: For Supervisors**
Presenter: Charlie Ambelang, Human Resources  
March 16; Noon-1pm  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

This workshop is designed to assist supervisors in preparing for the annual performance review process. The following topics will be covered: measuring performance against standards; collecting performance feedback; structuring and conducting the actual review; and using this year’s review to prepare for next years' performance cycle.

**Conflict Resolution**
Presenter: Sara Sperling, Human Resources  
March 31; 2pm-3:30pm  
Williman Room  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

We have all experienced the stress that comes from having unresolved conflicts. Conflicts that are ignored or resolved badly do not go away. The effects on the workplace could be absenteeism, loss of productivity, and turnover. We will introduce the participants to a Conflict Resolution model. Participants will use a current conflict to discuss various constructive outcomes.

**Customer Service Skills**
Presenter: Cheryl Johnson, Human Resources  
April 19; 2pm-4pm  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

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Effective Delegation  
Presenter: Charlie Ambelang  
January 20; 2pm-3:30pm  
Human Resources  
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Are you able to effectively delegate? Does it seem easier to “just do it yourself” rather than explain to someone else? Have you tried to delegate to someone else only to have to go back and undo all that they had tried to do? The difficulty may not lie with them but your ability to delegate. Delegation is a skill that will become more effective with practice. Learn how to delegate more effectively, use delegation to develop staff, and accomplish more for yourself and your department. This workshop is for those who supervise staff and students.

Emotional Intelligence  
Presenter: Dustin Reece, LMU  
May 10; 9am-noon  
Human Resources  
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Which do you think is a more accurate predictor of life success: A person's emotional intelligence or a person's IQ? If you are like most of us, you'd probably guess that IQ-a person's mental intelligence-is more important. However, you'd be surprised to learn that a person's emotional intelligence is actually more closely tied to life success. This workshop will explore:

- The powerful forces that can result in an individual's success
- The factors that are linked with emotional intelligence
- Your personal emotional intelligence level

HR Info Series: Organizational Learning and Development Area  
Presenter: Charlie Ambelang, Human Resources  
March 30; Noon-1:30pm  
Human Resources  
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

This workshop will review all the programs and services of HR Organizational Learning and Development. Participants will learn about the Professional Development program, leadership development workshop series, and online training. We will also review how OLD staff can create customized workshops, as well as assist in team building and retreat facilitation for intact work groups. We will also identify numerous inventories and assessments that individuals can use to better understand themselves and work groups can use to work together more effectively.

Humor in the Workplace  
Presenter: Charlie Ambelang, Human Resources  
April 12; 2pm-3:30pm  
Human Resources  
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Learn how to increase the level of enjoyment and enthusiasm at work for yourself and for others. Use humor and fun to enhance creativity and inspiration. Bring laughter to your department.
**Interviewing Skills**  
Presenter: Susan Rockwell, Career Center  
April 5; 2pm-3:30pm  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)  

This workshop will cover the skills and techniques necessary to be a savvy interviewer. Learn how to recruit effectively for your department and find the right person for the job. You will learn effective recruitment and interviewing techniques that you will be able to use in your next position recruitment.

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**Motivational Leadership**  
Presenter: Cheryl Johnson, Human Resources  
April 20; 2pm-4pm  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)  

Are you a motivational leader? What does it take to motivate yourself and others? In this interactive workshop, you will assess your motivational style, and learn about techniques and practices. You will also have an opportunity to hear from a panel of leaders about their successes in motivating themselves and others.

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**Panic Free Presentations**  
Presenter: Cheryl Johnson, Human Resources  
April 21; 10am-Noon  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)  

Do you want to improve your overall presentation skills and learn some tips for effective communication? Do stand-up presentations make you nervous? The same skill sets essential to the foundation of successful presentations happen to be vital in refining the basics of impactful and powerfully influential communication. Learn how to present and communicate more effectively at this workshop.

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**Putting the Power in your Presentation not Your PowerPoint**  
Presenter: Gloria Hofer,  
February 8; 2pm-3:30pm  
Benson Parlors BCDE  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)  

Explore PowerPoint technology at its best and at its worst in this fun, interactive PowerPoint techniques workshop. Participants will learn some of the special animation and multimedia effects PowerPoint has to offer and their effective use in a presentation. Attend this fun, interactive workshop and learn about the essential characteristics of excellent PowerPoint presentations and PowerPoint presentation techniques to be avoided.
**Running Effective Meetings**  
Presenter: Cheryl Johnson, Human Resources  
February 23; 2pm-4pm  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

Could your meetings benefit from an energy boost? Would you like to learn some new techniques and tips on how to make your team’s meeting more functional, productive, and fun? Attend this highly interactive and participative workshop to learn how to bring more structure and direction to your meetings while also increasing buy-in and participation and improving morale. Participants will have a chance to practice new found skills in small group settings. Participants will learn how to improve their facilitation of meetings so that things get done and decisions are made and communicated.

**SkillBuilder**  
Presenter: Charlie Ambelang, Human Resources  
April 27; 11am-noon  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

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**Skills for Aspiring Managers**  
Presenter: Cheryl Johnson, Human Resources  
February 24; 1pm-3pm  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

Good workers do not automatically become effective managers when they rise through the ranks and assume management roles. As workers they may be productive, punctual and dependable, but the foundation a manager needs goes beyond those commendable work habits. This workshop is designed for the professional interested in advancing (or newly appointed) to a position of leadership - manager, team leader or supervisor. The practical and applicable skills taught in this workshop will build confidence and knowledge and assist in achieving results as you prepare for a leadership role.

**Type in the Workplace**  
Presenter: Kim Zilliox, Career Center  
April 28; 10am-noon  
Benson Center, Parlors BCDE  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

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**SCU Policies & Procedures**

**Conducting the Performance Reviews: For Supervisors**
Presenter: Charlie Ambelang, Human Resources  
March 16; Noon-1pm  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

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**Getting Things Done**  
[http://www.scu.edu/hr/gettingthingsdone/index.cfm](http://www.scu.edu/hr/gettingthingsdone/index.cfm)  
Are you new to Santa Clara University or still trying to figure out how to get things done on campus? Read the most frequently asked questions that new employees have about various SCU campus resources. This web site will help you to better maneuver through the various SCU departments and offices.

**HR Info Series: Understanding your EAP**
Presenter: United Behavioral Health  
January 11; 11am-noon  
Benson Parlors BCDE  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

This workshop will be an overview of SCU’s Employee Assistance Program (EAP). Your Employee Assistance Program (EAP) and Mental Health and Substance Abuse (MHSA) benefits are available to assist you with many work related and personal issues, from advice about a financial question to dealing with a stressful work situation to overcoming a serious emotional problem. In addition, your EAP can refer you to a wide range of services, including legal, financial, family mediation and community resources.

**HR Info Series: Employee Relations**
Presenter: Charlie Ambelang, Human Resources  
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Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

Employee Relations process explained. This is a great workshop for all staff. The employee relations process exists to help employees and supervisors resolve conflicts and promote effective working relationships. The employee relations team in Human Resources assists University departments in managing job performance and addressing workplace issues.
HR Info Series: Exempt vs. Non-Exempt
Presenter: Martha Castro, Human Resources
February 2; 2pm-3:30pm
Benson Parlors BCDE
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Exempt and non-exempt classifications explained. Come hear how job classification is determined and what it means. This is a great workshop for staff and managers!

HR Info Series: SCU’s Hiring Process
Presenter: Anna Olmos, Human Resources
January 19; 2pm-3:30pm
May 3; 1pm-2:30pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

This workshop is intended for all Hiring Managers on campus. Topics covered will be the requisition process, posting of the position, receiving of resumes, internal candidates, interviewing—phone and screening, reference checks, offer packets and letter, and NEO.

HR Info Series: Understanding Leaves
Presenter: Anne Mota, Human Resources
March 3; Noon-1:30pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Find out who is eligible for leaves at SCU and what types of leaves are available. Topics covered in the session will include worker’s compensation, FMLA, disability and pregnancy leaves.

HR Info Series: Understanding your EAP
Presenter: United Behavioral Health
January 11; 11am-noon
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**PeopleSoft Self-Service**  
Presenter: Jerry Aquino, Human Resources  
February 10; 10am -11:30am  
May 24; 1pm-2:30pm  
Orradre Rm. 207  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

Have you explored your eProfile? Come learn about the new PeopleSoft Employee Self-Service Applications that you can do from your local computer. This workshop will provide step by step procedures on how to view and edit your personal information, including home and mailing addresses, phone numbers, email addresses and emergency contact information. In addition, you will learn how to track payroll information, such as current and past pay statements, voluntary deductions, direct deposit distributions and sick and vacation leave accruals. Save yourself numerous trips and phone calls to Human Resources and come learn how to utilize your *eProfile* at this workshop!

**Performance Planning**  
Presenter: Charlie Ambelang & Sara Sperling, Human Resources  
January 27; Human Resources; 8:30am-noon  
March 9; Benson Center Parlors BCDE; 8:30am-noon  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

Are you a new staff member, or have yet to attend a Performance Planning workshop? All university staff are asked to attend this workshop within the first three months of employment. Participants will learn how to work with supervisors to set performance expectations, measure success, and ensure that clear and concise performance feedback takes place.

**Providing Performance Feedback**  
Presenter: Charlie Ambelang, Human Resources  
January 26; 1pm-2:30pm  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

Learn to make performance feedback a continuous process. Participants will learn how to collect feedback from customers and work groups and also how to give both positive and negative value-added feedback.

**Sexual Harassment Prevention**  
Presenters: Charlie Ambelang & Cheryl Johnson, Human Resources  
February 23, April 20; 10am-noon  
Human Resources  
RSVP: Click on the following link, [http://www.scu.edu/hr/calendar/event-rsvp.cfm](http://www.scu.edu/hr/calendar/event-rsvp.cfm)

Does sexual harassment happen at SCU or are we immune from this fairly common workplace problem? This interactive session will focus on identifying what constitutes sexual harassment and what can be done if you feel that you are the target of sexual harassment. Participants will also get a chance to analyze a variety of workplace scenarios and determine if they are appropriate. We will also look at the difference between intent and impact related to sexual harassment and what is meant by welcome vs. unwelcome behavior. Finally, we will cover what employees can do to insure that the work environment is a respectful and productive one.
Work Life Balance

Buying and Maintaining your Personal PC
Presenter: Carl Fussell, Information Technology
March 3; 10am-11:30am
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Are you considering replacing your home PC? This workshop will discuss some of the issues around acquiring a new Windows based PC. We will also discuss some of the common issues and questions that arise after you have the PC itself. Some of the topics we will focus on are:

- PCs: What to look for when buying one.
- Best practices for setting up your new PC.
- Security! Do you need it at home?
- Spam and Spyware: Is there anything you can do about this?
- Connecting to the BBI (“big bad internet”)
- “I have 2 PCs at home. Can both access the Internet?”

Conflict Resolution
Presenter: Sara Sperling, Human Resources
March 31; 2pm-3:30pm
Williman Room
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

We have all experienced the stress that comes from having unresolved conflicts. Conflicts that are ignored or resolved badly do not go away. The effects on the workplace could be absenteeism, loss of productivity, and turnover. We will introduce the participants to a Conflict Resolution model. Participants will use a current conflict to discuss various constructive outcomes.

CPR/AED Training
Presenter: American Red Cross
February 24 & May 18; 8:30am-2pm
Benson Parlors BCDE
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

This comprehensive course trains individuals to prevent, prepare for and respond to life threatening workplace emergencies. Participants will learn and practice adult CPR and become proficient in operating AED devices. AEDs are emergency medical devices designed for use by non medical responders in the workplace or community. Attend this workshop and learn essential life saving skills. (Continental breakfast will be provided.)
Emotional Intelligence
Presenter: Dustin Reece, LMU
May 10; 9am-noon
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Which do you think is a more accurate predictor of life success: A person's emotional intelligence or a person's IQ? If you are like most of us, you'd probably guess that IQ—a person's mental intelligence—is more important. However, you'd be surprised to learn that a person's emotional intelligence is actually more closely tied to life success. This workshop will explore:

- The powerful forces that can result in an individual's success
- The factors that are linked with emotional intelligence
- Your personal emotional intelligence level

Green Practices in the Workplace: 12 Simple Things You Can Do for a Sustainable SCU
Presenter: Amy Shachter
April 14; Noon-1:30pm
Benson Parlors BCDE
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

This workshop is designed to develop workplace habits and facilitate campus decision-making that is more environmentally sustainable. Sustainability has been defined by the United Nations as meeting the needs of the present without compromising the ability of future generations to meet their needs. We will discuss twelve simple things we can all do to contribute to a more sustainable work place.

History of SCU
Presenter: George Giacomini, History Department
January 25; 1pm-2:30pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Learn more about the history of Santa Clara University from History Professor George Giacomini. The workshop will include a “field trip” to the Archeological Research lab to view some of the relics of our past. George has been at SCU since 1962 and recently authored a pictorial history of SCU’s 150 years with Father Gerald McKevitt.

Humor in the Workplace
Presenter: Charlie Ambelang, Human Resources
April 12; 2pm-3:30pm
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Learn how to increase the level of enjoyment and enthusiasm at work for yourself and for others. Use humor and fun to enhance creativity and inspiration. Bring laughter to your department
Managing Change
Presenter: Dustin Reece, LMU
May 11; 9am-noon
Human Resources
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

How do you deal with change in your professional and personal life? Based on the popular book "Who Moved My Cheese" this workshop will help you discover how to deal with change so that you can enjoy less stress and more success in your life. In the workshop you will:

- Identify how you respond to change
- Learn how to anticipate change
- Explore how to move with the "cheese"

Planning Your Child’s Summer
Presenter: United Behavioral Health
May 12; 2pm-3:30pm
Benson Parlors BCDE
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Summer will be here before you know it and the kids will be home. As any parent knows, summer can be a challenge, whether you stay at home with the kids or try to find age-appropriate childcare. Finding a balance between downtime and busy time is a daily task, and can make even the most devoted parent with for school to start. Workshop highlights include:

- Identify the challenges of planning for kids and summer vacation.
- Become familiar with resources for vacation activities.
- Learn how to plan both structured and unstructured time for children 6-15.

Strategies for Entertaining at Home
Presenter: Karrie Grasser
April 26; noon-1pm
Benson Parlors BCDE
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Entertaining should be fun. So why is it so stressful? Lean simple tips on how to make entertaining an enjoyable experience not only for the guests, but the host and hostess as well!

Stress Management
Presenter: United Behavioral Health
February 3; Noon-1:30pm
Benson Parlors BCDE
RSVP: Click on the following link, http://www.scu.edu/hr/calendar/event-rsvp.cfm

Here’s a useful program that helps participants identify the stressors in their lives and understand how they have affected them. Focus is placed on the use of positive coping mechanisms to reduce the negative effects of stress. Attendees have an opportunity to practice relaxation exercises.
Summer Fun for Everyone Fair  
May 12; noon-1:30pm  
Benson Center Parlors BCDE  

This fair will include  
- Travel tips for older Americans  
- Help for preparing your child for his or her first camp experience  
- List of summer games and activities for children of all ages  
- Resources for planning a safe and healthy trip abroad.

**Presenters**

**Charlie Ambelang**  
*Assistant Director, Human Resources*  
Charlie Ambelang is responsible for the day-to-day management of the HR department. He provides direct oversight of the HR Service Desk, Staffing and Organizational Learning functions. Charlie ensures that the department delivers quality customer service for all faculty, staff and students. He is the primary contact for general issues or concerns regarding HR service, policy, programs or strategy.

**Jerry Aquino**  
*HR Webmaster*  
Jerry Aquino ’84, designs, constructs and maintains the SCU HR web pages. He functions as liaison to/for responsible University marketing/technical staff regarding web design standards and network capacity, and the HR directors for page content and employee/manager self-service directions.

**Joseph A. Crowley, PhD**  
*Financial Consultant*  
Joseph A. Crowley, Ph.D. has served us as a benefits and financial consultant since 1995. His experience includes executive management in the insurance industry and presidency of a pension and health benefits administration firm. Joe has been approved by the National Association of State Boards of Accountancy to provide continuing education for certified public accountants about financial planning issues. Joe's purpose at Santa Clara University is to integrate faculty and staff employment benefits with individual planning in such a manner as to empower your personal short-, mid-, and long-range financial success.

**Carl Fussell**  
*Director Information Technology*  
Carl is currently the Director of Information Technology and has worked at SCU for about 25 years. He received his Bachelors degree in Engineering from SCU, a Masters degree in Computer Science from Loyola Marymount University, and then returned to SCU to go through the PhD program here in computer science. Before SCU, Carl worked for Intel Corp and was a partner in a consulting.
George Giacomini
*Professor, History Department*
Giacomini’s SCU teaching career began in 1962. George Giacomini has received numerous academic honors, awards and grants, including the Brutocao Award for Teaching Excellence in 1993 and the Lilly Fellow from Lilly Endowment for the Humanities in 1984. In addition to his publications, which include "San Francisco and the Russian Fleet", he has delivered talks to regents, fellows, alumni, parents, students, high schools and community organizations on various topics such as Civil War diplomacy, higher education in California, United States foreign policy and strategies of motivating faculty. Giacomini currently serves as assistant to the president.

Karrie Grasser
*Director of Events*
Karrie came to Santa Clara in 1988 as an Event Planner - her first big event being the Inauguration of our current University President, Paul Locatelli, S.J. Since that time Karrie has served the University in various capacities from Director of Events and Protocol to Director of External Relations. Over the years she has orchestrated events both large and small for the University. Currently her favorite project is the Commencement weekend - a series of events that brings more than 16,000 people to campus to celebrate the accomplishments of our students.

Gloria Hofer
*Technology Training Specialist*
Gloria Hofer is a technology training specialist at Santa Clara University. She has been in technology training and workplace education and training for the past 22 years and has served the Santa Clara University community for the past 4 ½ years. Gloria served on the State SubCommittee for Workplace education, has a lifetime full credential in Adult Education and is a Masters candidate in Education with emphasis in Teaching with Technology. She teaches a wide variety of programs including the Microsoft office products, web development, both in Dreamweaver and Commonspot, Fireworks, Photoshop and GroupWise.

Cheryl Johnson
*Human Resources*
Cheryl Johnson has been a supervisor/manager/leader for over ten years. After a 28 year career in the Purchasing field, she made a shift and found exciting new challenges in the HR arena. Cheryl Johnson has always been interested in and focused on Customer Service, Leadership, Recognition & Reward, and Organization for Results.

Anne Mota
*Benefits Counselor*
Anne Mota serves as the lead contact for daily interactions with faculty, staff and vendors/providers regarding issues of benefits eligibility and enrollment, change of family status, and benefit claims troubleshooting. Anne is also handling tuition remission and workers' compensation processing in addition to routine types of staff and faculty leave requests. The scope of her job encompasses the Open Enrollment process, Benefits Expo and New Faculty and Staff benefits orientation.
Anna Olmos

Manager of Client Services, Human Resources

Anna Olmos is responsible for managing the University's staff recruiting functions to ensure that departments receive timely, effective and high quality staffing services. These services include recruitment strategies, assistance in resume review and selection techniques. She provides oversight for the Human Resources Service Center in providing a high level of customer service and satisfaction. In addition, she serves as a consultant for University department or work unit reorganizations. This includes advising departments how to align departmental work and goals with employee skills, how to redesign jobs and how best to staff the new organization. She also performs employee relations counseling providing one-one-one counseling and facilitation of conflict resolution.

Mario J. Prietto, S.J.

Director, Campus Ministry

Mario J. Prietto, S.J. was a Trustee of Santa Clara University from 1988 to 1994, and a classmate of President Paul Locatelli, S.J. He holds graduate degrees in counseling from University of Southern California; theology from the Jesuit School of Theology at Berkeley, and administration from Fordham University. At Loyola High School in Los Angeles (his alma mater) he was the Director of Guidance; at St. Principal for Student Affairs, and as Principal for 13 years where he helped convert that institution to coeducation.

Dustin Reece

Manager of Training & Development/Human Resources Consultant, LMU

Dustin Reece works at Loyola Marymount University as the Manager of Training & Development/Human Resource Consultant. In addition to positioning the Training & Development unit to be a strategic partner to the University, Dustin also designs, facilitates and evaluates professional development workshops for LMU employees. These workshops cover a wide array of topics from understanding your workplace personality to conflict management. Dustin also provides a variety of organizational development services to departments and workgroups across campus. Dustin began his training career over 10 years ago after earning a Masters Degree in Industrial & Organizational Psychology from Cal State University Long Beach.

Susan Rockwell

Associate Director at the Career Center

Susan is responsible for employer relations and the On-Campus Interview program at the Career Center. She joined the Career Center staff in September 2000 after two years at the Career Action Center, as Client Services Manager. Prior to her career development profession, Susan worked for ten years as a community volunteer in the areas of education and counseling and spent nine years in the private sector as a manager in human resources and commercial real estate. Susan holds a BA degree in Psychology from San Jose State University and is currently pursuing her MA in Counseling at SCU.

Amy Schachter

Senior Associate Dean, College of Arts and Sciences

Amy Shachter is co-chair of the Campus Sustainability Taskforce, senior associate dean of the College of Arts and Sciences, and an associate professor of chemistry. She has been at SCU since 1990.
**Sara Sperling MBA ‘03**  
*Organizational Learning and Development Specialist, Human Resources*

Sara Sperling oversees the quarterly professional development workshops and is a part of the Employee Relations team. She offers one-on-one counseling and coaching and conducts team-building retreats for departments or work groups. Sara holds a BS in Math and a BA in Economics from UC Irvine, a MA from Stanford in Education, and received her MBA from SCU in 2003.

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**Kim Zilliox**  
*Career Counselor, Career Center*

Kim Zilliox has worked as a career counselor for the past 4 years, serving both adult and student populations. She is qualified in the Myers Briggs assessment and has used it with numerous groups and individuals to identify preferred type for more effective performance. Kim has also worked in sales, sales management and training. She received her MBA from UC Irvine and is currently completing her MA in Counseling at Santa Clara.