



Excellence in Learning and Development

2005-06 Program

HR

HUMAN RESOURCES



Excellence in Learning and Development

EXCELLENCE IN LEARNING AND DEVELOPMENT PROGRAM

Drake University is committed to creating a working environment supportive of professional and personal growth. The Drake University Excellence in Learning and Development Program is designed with that in mind; emphasizing that varied and frequent learning opportunities enhance personal and professional growth and effectiveness.

The Excellence in Learning and Development Program includes many diverse offerings from which to choose. This booklet includes information about each of the program's offerings and facilitators. More sessions may be added throughout the year.

EXCELLENCE IN LEARNING AND DEVELOPMENT CERTIFICATE

Once again, participants have the opportunity to earn an Excellence in Learning and Development Certificate. Consistent with the efforts of Drake University to promote continuous and expanded learning opportunities, the minimum hour requirement for achievement of an Excellence in Learning and Development Certificate has been raised to eight (8) hours.

PROGRAM OFFERINGS

Human Resources worked with various internal and external facilitators to design a comprehensive learning and development program for the 2005-06 program year. Each session is customized for Drake University; taking into account our culture, values and diverse operations. Special emphasis is placed on creating a learning environment conducive to a variety of learning styles and development needs. The program is designed with staff, administrators and faculty with managerial responsibilities in mind.

In addition to the sessions offered by Human Resources, the Drake University Office of Information Technology (OIT) and the Drake Telemedia Center (DTC) also offer on-campus training and development opportunities. A complete listing of OIT offerings is included in this booklet. For DTC program information visit the DTC web site at www.drake.edu/dtc

Sessions offered by OIT and DTC apply toward the eight (8) hour certificate requirement. If you enroll in one of these programs your attendance information will automatically be shared with HR for purposes of application toward the Excellence in Learning and Development Certificate.

In addition, Human Resources may, from time-to-time, announce opportunities to participate in other on-campus learning sessions, such as those offered through the Drake University Business Link. These HR-approved sessions will apply toward the Excellence in Learning and Development Certificate.

P.O.W.E.R BUSINESS WRITING (3 HOURS)

This course is designed to improve overall business writing skills. Topics include selecting suitable communication formats, identifying necessary content and a review of grammar, spelling and punctuation. Participants will be asked to submit a writing sample prior to the workshop. *Instructor: Jenny Lashier, ATW Training & Consulting, Inc.*

Monday, October 17
9 a.m. – noon
Levitt Hall, Old Main

Wednesday, February 22
1 p.m. – 4 p.m.
Olmsted, 310-311

WINNING THE GAME: HOME RUNS FOR EXCEPTIONAL SERVICE (3 HOURS)

This session focuses on developing a culture of service. Based on a video entitled “Fun is Good” which features the effective service initiatives of the St. Paul Saints, an independent baseball team, this session will explore how Drake University employees can provide the best service possible to key constituencies. *Instructor: Sherry Barrett, Career Resources Group*

Tuesday, October 18
9 a.m. – noon
Levitt Hall, Old Main

Thursday, February 16
9 a.m. – noon
Olmsted, 310-311

HELPING EMPLOYEES GET THROUGH TOUGH TIMES: EAP RESOURCES FOR MANAGERS (2 HOURS)

This session introduces managers to the resources available through the Employee Assistance Program (EAP). A qualified facilitator will highlight situations where an EAP referral might be helpful. Identifying substance abuse and the potential for violent behavior will also be discussed. *Instructor: Employee Family Resources professional*

Tuesday, November 8
9 a.m. – 11 a.m.
Olmsted, 312-313

MANAGING CHANGE IN A CHANGING WORKPLACE (3 HOURS)

This program is designed to explain the significance of change in our lives. Participants will be given tips on how to handle change, as well as adjust their approach to the inevitable twists and turns of daily life. *Instructor: Employee and Family Resources professional*

Thursday, November 10
9 a.m. – noon
Olmsted, 312-313

AGE & ATTITUDES: APPRECIATING GENERATIONAL DIFFERENCE (2 HOURS)

Each generation has different workplace experiences, attitudes, behaviors, and expectations. This session will explore some of the generational differences that impact working relationships. This workshop will also touch on the issue of age discrimination using legal case studies taken from actual legal proceedings. *Instructor: Venessa Macro, Drake University*

Monday, December 5
9 a.m. – 11 a.m.
Olmsted, 312 – 313

Wednesday, January 18
9 a.m. – 11 a.m.
Olmsted, 310-311

KNOW YOUR WORK STYLE, PART I* (3 HOURS)

The first step to be an effective member of a team, team leader or manager, is to understand yourself and your own interaction style. This workshop presents a framework for learning about yourself and understanding the styles of others. *Instructor: Dr. Robin Lindbeck, Drake University*

Thursday, January 12
9 a.m. – noon
Olmsted, 310-311

*This is the first in a two-part series. Enrollment in both Part I and Part II is required.

KNOW YOUR WORK STYLE, PART II* (3 HOURS)

A continuation of “Know Your Work Style” this workshop expands on information gleaned from the personal exploration of the first session. Participants will develop specific strategies for working effectively given their individual work styles. *Instructor: Dr. Robin Lindbeck, Drake University*

Thursday, February 9
9 a.m. – noon
Olmsted, 310-311

*This is the second in a two-part series and therefore requires completion of Know Your Work Style, Part I.

TRUE BLUE: LIVING THE DRAKE BRAND (2 HOURS)

Branding is more than letterhead and logos. It's about an attitude and delivering on the mission statement. Learn about how branding can make a difference in your daily work. Discover your own brand and how to make it work for you. *Instructor: Brooke Benschoter, Drake University*

Thursday, January 12
1 p.m. – 3 p.m.
Olmsted, 310-311

Tuesday, March 7
9 a.m. – 11 a.m.
Olmsted, 310-311

SUCCESSFUL FACILITATION (3 HOURS)

This three-hour session is designed to help you develop skills in facilitating group sessions for planning and brainstorming. Attendees will be given guidelines for preparing for and guiding such sessions, and for ensuring that they result in usable results. Problems to be addressed include ensuring full participation, preventing unproductive discussion and keeping participants actively engaged. Attendees will role play typical situations, and practice their facilitation skills during in-class exercises. *Instructor: Paul Morris, Drake University*

Tuesday, March 14
1 p.m. – 4 p.m.
Olmsted, 310-311

ERGONOMIC BASICS: DESIGNING YOUR WORK STATION FOR COMFORT (2 HOURS)

This session will introduce ways to evaluate whether your workstation is designed for maximum comfort and safety.

Instructor: Gary Johnson, Drake University

9 a.m. – 11 a.m.
Tuesday, May 2
Olmsted, 310-311

RECRUIT TO RETAIN: MAKING SOUND HIRING DECISIONS (3 HOURS)

This course will explore the best practices in making important hiring decisions. Topics include effective advertising, screening applications, conducting interviews and making the offer. The final hour of the session will be dedicated to discussing various case studies – taken from actual legal cases – involving the hiring process. *Instructors: Venessa Macro, Gary Johnson, Elizabeth Gregg Kennedy*

Tuesday, May 9
1 p.m. – 4 p.m.
Olmsted, 310-311

Facilitator Bios

SHERRY BARRETT –As a consultant, facilitator, trainer and coach, Sherry Barrett has helped private and public organizations improve communication, employee and systems productivity, manage change, and live their strategic values, mission and vision. Sherry has taught business and career planning courses at several colleges: Aquinas College, The Davenport College of Business, Drake University and North Iowa Area Community College. An enthusiastic volunteer in her community, Sherry is founder and past president of Goodwill Industries Volunteer Service, served on the national GIVS Board of Directors and recently co-founded the Central Iowa Young Women’s Leadership Institute for teens. Sherry earned degrees in English, Education and Leadership. She is the author of *Keep Them Calling! Superior Service on the Telephone*.

BROOKE BENSCHOTER – Brooke is the Drake University Director of Marketing and Communications. She has had a 20-year career in corporate communications, advertising, public relations, brand management and marketing with organizations such as Pioneer Hi-Bred International Inc., Meredith Corp., ITAGroup and the National Pork Board. She has worked on brand strategies for names like Frito-Lay, Texas Instruments, Mothers Against Drunk Driving and General Motors. She is currently working on a book on internal branding based on her experience.

GARY JOHNSON - Gary Johnson is the Assistant Director, Human Resources at Drake University. He was a production and safety manager with Donnelley Marketing (a division of Dunn & Bradstreet) in Nevada, Iowa for 11 years prior to coming to Drake as Safety Manager in 1993. Gary is certified as a Senior Professional in Human Resources.

ELIZABETH GREGG KENNEDY – Ms. Kennedy obtained her undergraduate education at Macalester College and Drake University, cum laude. She was a member of the Drake Law School Moot Court Board and received her J.D. from Drake University in 1981. She is Chair of the Firm’s Local Government Law

and Employment Law department. She is a member of the Polk County, Iowa State and American Bar Associations. She is also a member of the Employment Law section of the ABA and ISBA, the National Association of College and University Attorneys, Bencher Emeritus of the Blackstone Inn of Court, Lincoln Inn and the Drake Law School Board of Counselors and on the Board of the Greater Des Moines Partnership. She is past chair of the Iowa Council of School Attorneys and the Employment and Labor Section of the Iowa State Bar Association. She is a past member of the Board of Directors of the Legal Aid Society of Polk County, the Iowa Supreme Court’s Commission on the Unauthorized Practice of Law, and the Fifth District Judicial Nominating Commission.

JENNY LASHIER - Jenny Lashier created the P.O.W.E.R. Business Writing course and has a passion for helping others hone their writing and communication skills. Lashier earned a bachelor's degree in Public Relations from the A.Q. Miller School of Journalism at Kansas State University and her master's degree in Professional Studies in Higher Education from Iowa State University. She's been training and consulting for 10 years and teaches courses on teambuilding, time management, and e-mail essentials. In her free time, Lashier enjoys spending time with her husband and toddler, traveling, and volunteering.

ROBIN LINDBECK – Robin Lindbeck is a faculty member in the master’s degree program in Adult Learning, Performance and Development in Drake’s School of Education. Robin has held senior training and organizational development leadership roles with a variety of national and global companies including American Express, Ziff-Davis, and Aetna Health Plans. She was an assistant professor at Connecticut State University and held adjunct teaching positions with Lesley College. Robin received her undergraduate degree in Education from the University of Wisconsin, a Masters degree in Educational Technology from Lesley College, and a C.A.S. in Instructional Design from Harvard. She received her doctorate in Leadership and Educational Technology from Pepperdine University.



Facilitator Bios

VENESSA MACRO – Venessa Macro is the Director, Human Resources at Drake University. She earned her undergraduate degree in Political Science from the University of Northern Iowa and her Doctor of Jurisprudence, with honors, from Drake University Law School. Venessa came to Drake University after seven years as labor and employment counsel for the Meredith Corporation. Venessa holds an appointment as University Lecturer in the School of Education’s Adult Learning, Performance and Development program.

PAUL MORRIS – Paul Morris is the Chief Information Officer at Drake University. He has often acted as a facilitator, both as part of his career in IT management, and as a consultant working with universities and IT organizations. After completing his PH.D. in Management science from London University, he has taught in English and American Universities, and then launched a career in IT management, ultimately coming to Drake in 2001 as CIO. He also holds an appointment as University Lecturer in Computer Science.

Schedule of Workshops Conducted by Academic Computing

WORKSHOP	DATE	TIME
Desktop Security	Oct. 3, 2005	3 - 4
Email Q & A	Oct. 6, 2005	3 - 4
Email Q & A	Oct. 10, 2005	3 - 4
Blackboard™ Basics	Oct. 11, 2005	3 - 4
Blackboard™ Basics*	Oct. 12, 2005	3 - 4
Desktop Security*	Oct. 13, 2005	3 - 4
Dreamweaver™	Oct. 17, 2005	3 - 4
Dreamweaver™*	Oct. 18, 2005	3 - 4
PowerPoint™	Nov. 3, 2005	3 - 4:30
Word™ Q & A	Nov 10, 2005	12 - 1
PowerPoint™ Q & A	Nov 17, 2005	12 - 1
Excel™ Q & A	Dec. 1, 2005	12 - 1
PowerPoint™*	Jan. 9, 2006	8:30 -10
PowerPoint™ Q & A	Jan. 26, 2006	12 - 1
Word™ Q & A	Jan. 21, 2006	12 - 1
Excel™ Q & A	Feb. 16, 2006	12 - 1

*These sessions are a repeat of an earlier session.

All sessions will be held in the Carnegie Learning Center (Lower level of Carnegie). We reserve the right to cancel a workshop session due to lack of enrollment.

PLEASE REGISTER FOR ALL SESSIONS BY CALLING THE HELP DESK AT X3001.

DESKTOP SECURITY

This session will cover the basics of how to keep your computer workstation secure. It includes how to set up screensavers with passwords, how to pick a secure password, and other security tips you can implement as a matter of routine procedure.

EMAIL Q & A

Is your Email OUT OF CONTROL? Are you wondering if you don't know all you could know about using Eudora to manage your email efficiently? This session will cover some basics of managing your email, using filters, controlling SPAM, as well as other types of email management tips and tricks. Bring your questions about email and we will try to answer them at this session.

BLACKBOARD™ BASICS

Have you heard about Blackboard™ and want to know what it is and how students, faculty, and committees are using it? This workshop is intended to give you an overview of Blackboard™ and its capabilities. Topics include:

- What you can do with Blackboard™
- Requesting a Blackboard™ course site

- Features and tools to help you manage your course content
- Communication
- Collaboration
- Assessment
- Grades

Workshop is conducted as a demonstration. No materials required. 1 hour.

DREAMWEAVER™

This session is an introductory look at using Dreamweaver™ as a tool to manage content of web pages. It is intended for those who are updating and maintaining departmental web pages. Attendees will be introduced to how to lay out text, position images, create hyperlinks, build tables as well as learn how to manage Web sites and multi-person Web development projects using Dreamweaver™ MX 2004. This is an introductory session only.

WHAT IS DREAMWEAVER™?

Macromedia Dreamweaver™ is one of the top web design programs on the market, used by professionals and beginners alike. Dreamweaver™ is called a WYSIWYG (What You See Is What You Get) design environment, which means that the program will take care of converting your ideas into HTML, leaving you with time to do more important things.

POWERPOINT™

Create impressive presentations with the latest version of Microsoft's powerful presentation program. Learn how to create and edit slides, add and format text, change backgrounds, apply design templates, and insert graphics. This is an introductory session.

Q & A SESSIONS

Question and Answer (Q & A) sessions are one hour long and are intended to answer specific questions that participants bring to the session concerning the topic of that day. The agenda will be built by those attending the sessions based on their questions. Bring your lunch for the noontime sessions, ask your questions, and perhaps learn a new trick or two. The noontime Q & A sessions will cover Word™, PowerPoint™, and Excel™.