

Professional Development



FALL 2019

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Meet the Team

Thomas Sontag

Executive Director
tsontag@upenn.edu
215-573-6703

Elena (El) McClelland

Manager, HR Programs
elenamcc@upenn.edu
215-573-0614

Amma Napier

Senior Training and Development Consultant
mnapier@upenn.edu
215-898-8622

Carla Thomas

Senior Training and Development Consultant
thomca@upenn.edu
215-898-4865

Bryant Kuehner

Training and Development Consultant
bkuehner@upenn.edu
215-898-5772

Jamie Apgar

Training Coordinator
japgar@upenn.edu
215-898-8387

About Learning and Education

Penn invites you to take advantage of a wide variety of career-development and skills-improvement resources to advance yourself personally and professionally.

Many courses are free for Penn faculty and staff, and any listed costs are charged to the employee's department.

Browse and register for professional development programs and courses at knowledgelink.upenn.edu.

Year-Round Programs

HR New Staff Orientation

Are you new to Penn? Well we want to welcome you and help acclimate you to the University. Find out what makes Penn a unique and exciting workplace, and how to make a smooth transition to your new role. You'll learn about the history of the University and get a better understanding of our mission. You'll also learn about the many programs and resources to help you enjoy a long and productive career at Penn.

Who Can Participate? New staff members.

How Much Does it Cost? This is a free program.

When is it Held? Weekly on Mondays.

Career Coaching

Your career path is important and we want to help make yours as successful as possible. Whatever your professional goals, Penn's career coach can help move you in the right direction. Get top-notch advice to help you define your career goals and create a plan for meeting them. You'll discover resources to help you grow your career at Penn, and get valuable feedback on your particular skill sets. You can also get interviewing, networking, and resume development tips to help you reach your highest potential.

Who Can Participate? Full and part-time staff members who have been employed at Penn for at least one year.

How Much Does it Cost? This is a free program.

How can I participate? Visit the Human Resources Learning and Education website at www.hr.upenn.edu/learn-grow/career-coaching to schedule an individual coaching session.

Fall 2019 Half-Day Courses



Project Management

8/8/2019. 9 a.m.-12 p.m., \$75

Managing projects can feel daunting. It requires a focus on defining the initiative, planning for work, managing the initiative and monitoring results. Join us for a seminar to learn about tools and techniques that can help you manage your projects successfully.

Creative Problem Solving

9/12/2019. 9 a.m.-12 p.m., \$75

While problems come in all shapes and sizes, knowing how to overcome them in a creative way can help find new solutions in various situations. This program will identify roadblocks that prevent creative thinking, rediscover your creative ability, learn techniques to recognize and identify problems, and explore ways to manage creative people.

Managing Teams

10/8/2019. 9 a.m.-12 p.m., \$75

Whether you're a seasoned manager or leading a department project, knowing how to effectively manage teams is an essential skill in today's workforce. Understand ways to manage teams by learning the various aspects of team leadership such as establishing groups, clarifying roles, facilitating meetings, handling conflict and rewarding accomplishments.

Navigating Difficult Conversations

11/5/2019. 9 a.m.-12 p.m., \$75

Difficult conversations are inevitable in any workplace. Those conversations can create unhappiness, stress, and tension. While you can't avoid these conversations, you can learn how to handle them more effectively. Developing the ability to handle these challenges will offer increased confidence, improved relationships, higher productivity, and better career opportunities.

Fall 2019 Brown Bag Workshops



Tools for Career Assessment and Development

7/23/2019. 12:30 p.m.-1:30 p.m., free

In this program we will examine questions for assessing and developing your career. You will contrast your career options by utilizing a variety of tools. By the end of the session you will have the resources needed to develop a plan for career success.

Tips for Effective Meetings

7/25/2019. 12:30 p.m.-1:30 p.m., free

In this program we will discuss key things that can be done as both the meeting organizer and participant to ensure meetings are more effective and productive.

Challenging Negative Attitudes

7/30/2019. 12:30 p.m.-1:30 p.m., free

By challenging negative attitudes, we have the power to take control of pessimistic perspectives and stressful situations. During this course, participants will learn to manage the impact of negative situations, deal with

negative people more effectively, and learn coping tools for dealing with change.

Adapting your Leadership Style

8/8/2019. 12:30 p.m.-1:30 p.m., free.

Leadership styles can vary based on working environment, personal background, or industry. Knowing how to effectively channel the right leadership style given a specific audience or setting is key to being an effective leader. In this course, we will uncover the qualities it takes to be a leader, recognize style differences, understand how to conduct one-on-ones, and develop motivation approaches for employees.

The Gift of Feedback

8/21/2019. 12:30 p.m.-1:30 p.m., free.

In this program we will examine questions for assessing and developing your career. You will contrast your career options by utilizing a variety of tools. By the end of the session you will have the resources needed to develop a plan for career success.

Psychology of Job Performance

9/10/2019. 12:30 p.m.-1:30 p.m., free.

Successfully overcoming performance issues in the workplace requires a basic understanding of how the human mind works. In this hour-long session, we will discuss how job performance intersects with concepts within the field of psychology, such as behavioral science and motivation. We will discuss how these concepts form a framework that can be used to diagnose performance issues and realize the most efficient and effective ways to overcome them.

continued

Art of Effective Communication

9/12/2019. 12:30 p.m.-1:30 p.m., free.

The skill of effective communication is at the forefront of a successful work environment. We utilize these skills to keep projects on task, convey responsibilities, and work with individuals of all hierarchy levels and backgrounds. Learning to develop a personal communication plan, recognize different communication styles, and utilize tools to facilitate effective communication can help individuals to better their working relationship and project plans.

Assertiveness Skills

9/18/2019. 12:30 p.m.-1:30 p.m., free.

You may experience situations when you need to utilize assertiveness to complete a task, goal or project. In this class, we will identify personal blocks to assertiveness, identify both assertive and non-assertive language and behaviors, and learn ways to use assertiveness in everyday situations.

Challenging Negative Attitudes

10/1/2019. 12:30 p.m.-1:30 p.m., free

Refer to 7/30 course offering for detailed description.



Tools for Career Assessment and Development

10/9/2019. 12:30 p.m.-1:30 p.m., free

Refer to 7/23 course offering for detailed description.

Emotional Intelligence as Vital Skills- Responding in Difficult Situations or in Times of Change

10/9/2019. 12:30 p.m.-1:30 p.m., free

This brown bag is designed to give you tools you need to respond in difficult situations or in times of change, bringing the participant to a new level of self-awareness. Participants will leave with a better understanding of stress and emotions – why they matter, and how to express and manage emotions.

Sparkhire Video Interviewing

10/11/2019. 12:30 p.m.-1:30 p.m., free.

Spark Hire is Penn's video interviewing technology. In this session we will provide an overview of video interviewing and how job candidates use the system. We will also provide some tips and techniques for creating a great video interview.

Managing Up

10/17/2019. 12:30 p.m.-1:30 p.m., free.

In today's busy work environment, creating a relationship of trust and open communication with your manager is critical to your success. In this course, learn to increase your ability to recognize your manager's perspective and meet his/her expectations as well as fine tune your communication skills to optimize your work with your manager, including providing and receiving feedback.

Presentation Skills

10/29/2019. 12:30 p.m.-1:30 p.m., free.

Successful completion of this course will increase your knowledge and your ability to define the objective of your presentation to keep your efforts on target, keep the interest and the attention of an audience with a well-paced presentation that meets the demands of today's listener, and identify types of post-presentation follow-up that may be applicable to fully satisfy your objective.

The Gift of Feedback

11/5/2019. 12:30 p.m.-1:30 p.m., free.

Refer to 8/21 course offering for detailed description.

How to Make Yourself Indispensable

11/6/2019. 12:30 p.m.-1:30 p.m., free.

Indispensable employees perform with a mindset that drives them to think, act, and behave differently. In this seminar, you'll learn how to: take ownership of your responsibilities and results, take initiative to go above and beyond what is expected of you, expand your sphere of influence, perform well under pressure, adapt to changing situations, and avoid being "irreplaceable".

Connection & De-escalation in Communicating through Crisis or Conflict

11/8/2019. 12:30 p.m.-1:30 p.m., free.

Participants will learn about the significance of making connections with people when not in crisis or conflict. They will learn about de-escalation and how to help bring a conflict to a halt and key strategies to help should one arise.

Ted Talk - How to Train Employees to Have Difficult Conversations

11/19/2019. 12:30 p.m.-1:30 p.m., free.

The information we use to effect change and help others comes from everyday employees asking everyday people questions that may not be easy to ask or answer. Thorough, in-person training is necessary for employees to be prepared to navigate questions about race, gender, ethnicity, and more in a respectful and engaging way. That's why Tamekia MizLadi Smith came up with "I'm Graced" training, guiding employees through difficult conversations face-to-face.

Psychology of Job Performance

12/3/2019. 12:30 p.m.-1:30 p.m., free.

Successfully overcoming performance issues in the workplace requires a basic understanding of how the human mind works. In this hour-long session, we will discuss how job performance intersects with concepts within the field of psychology, such as behavioral science and motivation. We will discuss how these concepts form a framework that can be used to diagnose performance issues and realize the most efficient and effective ways to overcome them.

Assertiveness Skills

12/4/2019. 12:30 p.m.-1:30 p.m., free.

You may experience situations when you need to utilize assertiveness to complete a task, goal or project. In this class, we will identify personal blocks to assertiveness, identify both assertive and non-assertive language and behaviors, and learn ways to use assertiveness in everyday situations.

Leadership Development

STEP-UP

Self-Management, Teaming, Empowerment and Professionalism at the University of Pennsylvania

STEP-UP is for motivated individuals who want to lead themselves and others more effectively. In order to excel, you need to have certain foundational skills to help you flourish in your role—and we can help. This self-paced training program is geared toward high-performing Penn staff in individual contributor positions; you do not need to be a manager or supervisor to take this course. You'll attend eight half-day classroom sessions and complete seven online modules covering topics like managing relationships, communicating, and preparing for leadership. You'll also get an assessment of your professional strengths to help build your skills and move forward in your career.

Who Can Participate? Staff members.

How Much Does it Cost? \$300, charged to your department.

When is it Held? The next introductory sessions will be held on 7/17/2019, 9/11/2019 and 11/13/2019. 9a.m.-12 p.m.





Looking Ahead for Spring 2020 Leadership Programs

EOM **Essentials of Management**

If you're a new manager at Penn, this program is for you. You'll learn about a variety of general management practices to help you shine in your new role—like interviewing, hiring, development, engagement, and performance management. This program runs over a five-month period and includes classroom sessions and several online modules. You'll participate in a 360-degree feedback process, meet with a professional performance coach, and have the opportunity to network with other managers from all over Penn's campus.

Who Can Participate? Line-level managers may self-register.

How Much Does it Cost? \$450, charged to your department.

When is it Held? The next available courses begin on 2/11/2020, 5/12/2020 and 9/22/2020.



Looking Ahead for Spring 2020 Leadership Programs

The nomination process for AMP-UP and Leadership@Penn will begin in Spring 2020. Supervisors or HR Business Partners can learn how to nominate staff members by contacting Human Resources Learning and Education.

AMP-UP

Advanced Management Program at the University of Pennsylvania

You already have the fundamental skills it takes to be a good manager. Now it's time to amp up these skills! This program will teach you leadership skills beyond those learned in Essentials of Management. Learn how to enhance your leadership style, build credibility, resolve conflicts, and manage up. Develop a solid foundation in ethics, change management, and workplace culture. By the end of the program, you'll know how to create and manage a high-performing team. Participate in a leadership assessment and receive personalized development coaching. This program includes six full-day sessions and a group learning project completed over a six-month period.

Who Can Participate? You must be nominated by your manager and complete a brief application process. Participants are selected based on individual readiness and motivation to participate in the program. We try to select a wide cross-section of diverse University functions.

How Much Does it Cost? Contact Human Resources Learning and Education for details.

When is it Held? Annually; 7 sessions over the course of 7 months.



Looking Ahead for Fall 2020 Leadership Programs

The nomination process for AMP-UP and Leadership@Penn will begin in Spring 2020. Supervisors or HR Business Partners can learn how to nominate staff members by contacting Human Resources Learning and Education.

Leadership@Penn

As a senior leader at Penn, you have the potential to help shape the future of the University—and we'll help you unlock it. Through classroom-based learning sessions and team projects, this program will help you become a standout leader and help carry out the mission of Penn. You'll develop leadership skills that make a difference, both inside and outside the workplace. Learn how to think strategically, lead through change, build your emotional intelligence, develop stronger relationships, exercise influence, and help your staff grow as professionals.

Who Can Participate? You must be nominated by your manager and complete a brief application process. Participants are selected based on individual readiness and motivation to participate in the program. We try to select a wide cross-section of diverse University functions.

How Much Does it Cost? Contact Human Resources Learning and Education for details.

When is it Held? Annually; 7 2-day sessions over the course of 9 months.

Learning and Education Division of Human Resources

**3624 Market Street - Suite 1AS
Philadelphia, PA 19104-2615**

Phone: 215-898-3400

Fax: 215-573-2151

**www.hr.upenn.edu/learn-grow
learning@hr.upenn.edu**

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