

Professional Growth



SPRING 2020

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Meet the Team

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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.

Spring 2020 Half-Day Courses



Leading with Emotional Intelligence

2/4/2020. 9:00 a.m.-12:00 p.m., \$75

Learn how emotional intelligence factors in at work and discover concrete techniques for raising your own emotional quotient (EQ).

This includes perceiving yourself accurately, exercising emotional self-control, practicing resilience, and developing empathy. Then turn those lessons around to build your awareness of others and learn to inspire helpful communication and manage conflict.

Navigating Difficult Conversations

3/5/2020. 9:00 a.m.-12:00 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.

Coaching Skills for Managers

4/7/2020. 9:00 a.m.-12:00 p.m., \$75

This course is designed to help managers encourage individual performance as a means for increasing engagement productivity. Workshop participants learn the key elements of building a successful coaching relationship and how to best implement them using a step-by-step coaching process as well as strategies for overcoming common coaching challenges.

Taking Control of Conflict

6/11/2020. 9:00 a.m.-12:00 p.m., \$75

Conflict can be an obstacle to organizational success and personal job satisfaction. Although you may not eliminate conflict entirely, you can take control of it by creating a positive work environment in which conflict is dealt with maturely and collaboratively. By identifying the source of conflict and implementing resolution strategies, you'll learn how to handle conflict and prevent unnecessary conflict before it becomes an issue.

Spring 2020 Brown Bag Workshops



Your Career @ Penn

1/14/2020. 12:30 p.m.-1:30 p.m.

Navigating Your Career at Penn has been developed to assist staff in building their careers at Penn by helping to connect your skills and abilities with career opportunities. The session will be facilitated by Penn HR. Topics include: Increasing Your Marketability at Penn and Internal Job Strategies.

Develop Your Presentation Skills

1/14/2020. 12:30 p.m.-1:30 p.m.

4/16/2020. 12:30 p.m.-1:30 p.m.

Fear. That's the main reason most people won't make presentations—or make them poorly. By following some simple lessons anyone can conquer presentation phobia and go on to make his or her case successfully and professionally.

Fundamentals of Strategic Planning

1/16/2020. 12:30 p.m.-1:30 p.m.

In today's work environment, complex tasks and projects are more common than ever. By utilizing strategic planning skills, you'll be able to set yourself and/or your team up for success. Participants of this course will learn to identify the foundation for creating a strategic team, discover strategic values, participate in strategic planning efforts and avoid common pitfalls that derail strategic plans.

Art of Effective Communication

1/28/2020. 12:30 p.m.-1:30 p.m.

4/23/2020. 12:30 p.m.-1:30 p.m.

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.

Challenging Negative Attitudes

2/4/2020. 12:30 p.m.-1:30 p.m.

5/6/2020. 12:30 p.m.-1:30 p.m.

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 their own negative thoughts more effectively, and learn coping tools for dealing with change.

continued

Spring 2020 Brown Bag Workshops Continued

Tools for Career Assessment and Development

2/12/2020. 12:30 p.m.-1:30 p.m.

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.

Getting Work Done

2/18/2020. 12:30 p.m.-1:30 p.m.

5/14/2020. 12:30 p.m.-1:30 p.m.

Throughout a normal workday, there are multiple distractions that can get many of us off task and behind on our to-do lists. In this course, we'll review tactics to help you stay on target with the many moving pieces of your role. You'll identify your biggest time sponges and ways to manage them, create priority lists, understand ways to delegate when not in a position of authority, and learn ways to achieve an acceptable work life balance.

Assertiveness Skills

3/4/2020. 12:30 p.m.-1:30 p.m.

6/18/2020. 12:30 p.m.-1:30 p.m.

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.

Participating in Performance Appraisals for Staff

3/10/2020. 12:30 p.m.-1:30 p.m.

Join this workshop to understand the performance appraisal process and learn how you can prepare to have a productive review session.

Project Management

3/17/2020. 12:30 p.m.-1:30 p.m.

6/16/2020. 12:30 p.m.-1:30 p.m.

Not everyone who has to manage a project knows how to do it well. This brief session will provide solutions for project leaders to better manage your team and meet your objectives and timeline.

Conducting Performance Appraisals for Supervisors

3/23/2020. 12:30 p.m.-1:30 p.m.

You are supervising or managing other employees and feel the need to learn more about how to prepare for and conduct performance appraisals. This is the course you've been looking for! Join us to find out best practices for this important annual procedure.

TED Talk Tuesday: Confessions of a Recovering Micromanager

3/24/2020. 12:30 p.m.-1:30 p.m.

Think about the most tired you've ever been at work. It probably wasn't when you stayed late or came home from a road trip—chances are it was when you had someone looking over your shoulder, watching your each and every move. "If we know that micromanagement isn't really effective, why do we do it?" asks entrepreneur Chieh Huang. In a funny talk packed with wisdom and humility, Huang shares the cure for micromanagement madness—and how to foster innovation and happiness at work.

Creating and Maintaining Your LinkedIn Profile

4/24/2020. 12:30 p.m.-1:30 p.m.

This session will review tips on creating a great LinkedIn profile that will get you noticed by recruiters and industry professionals.

Spring 2020 Brown Bag Workshops Continued

Setting SMART Goals

4/28/2020. 12:30 p.m.-1:30 p.m.

SMART is an acronym for the five characteristics of well-designed goals: Specific, Measurable, Attainable, Relevant, Time-bound. It's a simple tool used to go beyond the realm of fuzzy goal-setting into an actionable plan for results. Put yourself on the fast-track of success by applying the SMART principles to every project or goal on your plate.

Using the Tuition Benefit for You and Your Family

5/5/2020. 12:30 p.m.-1:30 p.m.

The University offers employees and their families tuition assistance. Join this session to learn more about the tuition benefit program and how you can use the benefit for yourself at Penn, or how the tuition benefit can support your dependents or spouse in pursuit of a bachelor's degree. At this session, you will learn more about coverage, how to request the benefit using the online tuition management system and tax implications if you are using the benefit for a graduate program.

TED Talk Tuesday: How to Multiply Your Time

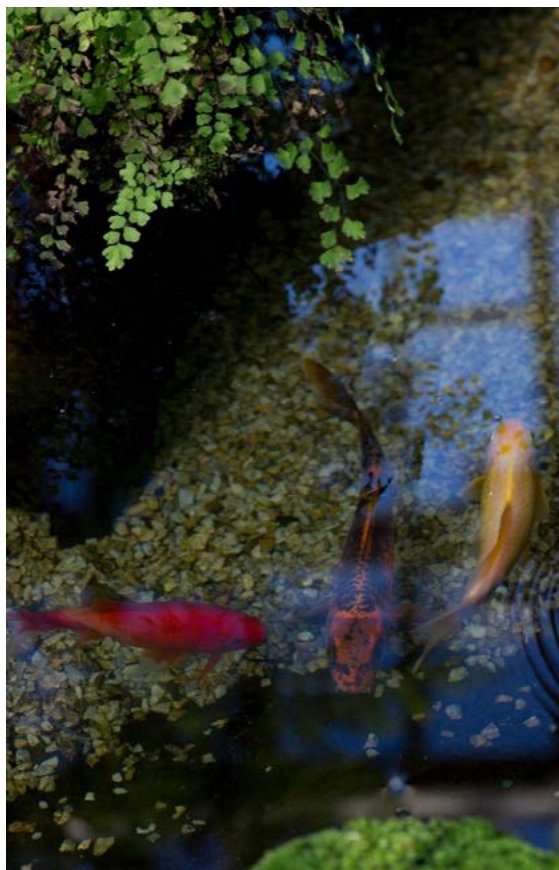
5/12/2020. 12:30 p.m.-1:30 p.m.

In this challenging and counter-intuitive video, Self-Discipline Strategist and *New York Times* bestselling author of Rory Vaden, shows you why you can't solve today's time-management challenges with yesterday's time-management strategies. More importantly he explains why procrastinating on purpose is the key to being able to multiply your time.

How to Make Yourself Indispensable

6/25/2020. 12:30 p.m.-1:30 p.m.

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.



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 1/15/2020, 3/11/2020 and 5/6/2020. 9 a.m.-12 p.m.





Looking Ahead for 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 5-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 Leadership Programs

The application process for AMP-UP and Leadership@Penn will begin in March 2020. Supervisors 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 6 full-day sessions and a group learning project completed over a 6-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 Leadership Programs

The application process for AMP-UP and Leadership@Penn will begin in March 2020. Supervisors 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

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knowledgelink.upenn.edu

