

## **Classes Currently Available for CAES Faculty and Staff**

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### ***Alcohol and Other Drugs***

Applicable to: All

Time: 30-45 minutes

This class examines UGA policies related to the use of alcohol and other drugs. Participants will learn UGA and CAES sanctions for violations and learn how to respond appropriately to different scenarios related to the use of alcohol and other drugs.

### ***Coaching***

Applicable to: Faculty and Staff who supervise others

Time: 2 hours

The class explores the “coaching” model of working with employees to help them achieve their work goals. Participants will learn how to use coaching to improve employee performance and empower employees to succeed. Through coaching, a supervisor can get to know employees as individuals and coaching allows supervisors to work with employees in a collaborative way that fosters success.

### ***Conduct, Discipline and Documentation***

Applicable to: Faculty and Staff who supervise others

Time: 2 hours

This class is a “must” for any supervisor but is especially recommended for those new to supervising others. Participants will learn the University’s rules and regulations related to performance and conduct, the disciplinary consequences for violations of these policies, and the basics of the progressive discipline approach and maintaining proper documentation to support administrative actions.

### ***Dealing with Challenging Employees***

Applicable to: Faculty and Staff who supervise others

Time: 2 hours

This class examines how to work with a “problem” employee to overcome behaviors that can negatively affect the workplace. Participants will learn how to manage their own behavior when dealing with a challenging employee. Participants will learn how to determine what is causing the negative behavior and examine ways to help employees overcome obstacles. There will also be a discussion of what to do when best efforts to remedy a situation fail.

### ***Effective Communication***

Applicable to: All

Time: 2 hours

The success of any organization depends largely on how effectively the members communicate. This class is designed to help participants improve their workplace interpersonal communication skills. Participants will learn how to hone active listening skills, learn the impact of non-verbal cues in communication, learn how to give and receive constructive feedback and how to manage differences in a productive way.

### ***“FISH!”***

Applicable to: All

Time: 2 hours

The class is based on the “Fish!” Philosophy of making the workplace a fun and energetic place, as well as more productive place. Participants will watch a video that shows how this approach was developed and examines the four principles of the “Fish!” Philosophy. Participants will discuss how the principles can be applied in their own environments. This class is designed not only to heighten individual awareness but also to increase team spirit and cohesiveness.

**From the Fish! Philosophy website:** “The FISH! Philosophy is a set of simple, practical tools to help you create the work culture you’ve been looking for. It’s a way to build stronger relationships that equip you to face your challenges more effectively. The FISH! Philosophy fulfills the most basic needs of human beings who, in turn, fulfill the needs of the organization—more connected teams, better communication, extraordinary service and higher retention.”

### ***Handling Personnel Issues on Outlying Stations***

Applicable to: Research center directors, farm managers, anyone who supervises a worksite away from the main campus.

Time: 1 hour

This class examines the unique problems of managing personnel issues in off-campus sites. Participants will learn the basics of how to stay connected yet be able to function “on their own” in everyday and emergency situations.

### ***Hiring (the Right Person)***

Applicable to: Hiring officials

Time: 1 hour

This class examines the hiring process from beginning to end and highlights the potential pitfalls along the way. Participants will learn how to attract the applicants they want, how to properly conduct interviews and how to get meaningful reference information. Participants will learn questions they *must* avoid during the hiring process and what they *can ask* to get to the information they need.

### ***Leadership Skills***

Applicable to: Administrators, Faculty and Staff who supervise or lead others

Time: 2-3 hours

This class examines the qualities of effective leaders, different leadership styles, ways to build credibility and trust, how to apply leadership techniques, how to effectively delegate and ways to motivate employees to perform at their best.

### ***Legal Issues in HR***

Applicable to: All, but particularly beneficial to managers and supervisors

Time: 2-3 hours

(Class content is available to CAES courtesy of University Human Resources.) The class is designed to help employees gain a better understanding of the many issues, federal and state laws, and UGA policies applicable to UGA employment. Topics include: Fair Labor Standards Act, Family and Medical Leave Act, Americans with Disabilities Act, UGA policies on sexual harassment, workplace violence, alcohol and other drugs policies and procedures, progressive discipline, etc.

### ***People Skills in the Workplace (Communication)***

Applicable to: All

Time: 1 hour

This is a short course on getting along with others in the work place. Participants will learn the basics for effectively interacting with colleagues, bosses, customers, etc. Discussion will include identifying rights and responsibilities of management and employees, the art of constructive criticism, collaboration and basic communication skills.

### ***Performance Management***

Applicable to: Faculty and Staff who supervise others

Time: 2 hours

(Class content is available to CAES courtesy of University Human Resources.) This class examines the performance management process of providing employees the tools to improve their own performance. Performance management is a process conducted throughout the year that involves regular counseling, communication of work standards and goals, encouragement, and guidance. Participants will learn best practices for helping employees achieve success.

### ***Progressive Discipline***

Applicable to: Faculty and Staff who supervise others

Time: 1 hour

This class is a short course focused solely on the proper application of progressive discipline at UGA. Participants will learn the behaviors (conduct and performance) that UGA considers unacceptable, the sanctions suggested for each kind of possible infraction and learn how to apply discipline appropriately through several stages of severity, culminating in dismissal, if necessary.

### ***Stress Management***

***a.k.a.: Stress!! What is it and how do we get rid of it??***

Applicable to: All

Time: 60-90 minutes

This class examines what "stress" is, the sources of stress, what stress "looks" and feels like and how to deal with it. During the session, participants will be taught a few simple, but effective techniques to alleviate the symptoms of stress.

### ***Supervising 101***

Applicable to: "New" supervisors (faculty and staff who have been in a supervisory role less than 1 year)

Time: 1 hour

This class is a short course designed to provide new supervisors with essential information about the role of "supervisor." The class will cover the rights and responsibilities of the supervisor and employees and will highlight policies and procedures that must be properly observed.

### ***Supervising 101 – the Finer Points***

Applicable to: Participants from *Supervising 101* and Faculty and Staff who supervise others

Time: 1 hour

This class was designed as a sequel to *Supervising 101* but can be useful to faculty and staff who would like a refresher course on the "leadership" responsibilities of being a supervisor. The class will cover topics such as ethics, leadership styles and conflict resolution.

***“Top Ten” List***

Applicable to: All

Time: 1 hour

This class is a short course on what **not to do** to stay employed at UGA. Modeled after David Letterman’s nightly “Top Ten” list, the class identifies the top ten things that will (most likely to most assuredly) get an employee terminated from UGA. The class is presented as a “friendly reminder” about very serious subject matter.

***UGA’s Non-Discrimination and Anti-Harassment Policy (NDAH):***

Applicable to: All

Time: 1-1 ½ hours

This class was developed by the University’s Equal Opportunity Office (EOO) to inform employees about the University’s NDAH policy and procedures.