

## Spring 2012 Course List

This list highlights the professional development courses that have been created by Talent, Learning and Organizational Development. Please note that you must register for these courses at NYUiLearn. To register sign in to NYU Home, go to the work tab and click on the link for NYUiLearn Login. You can search for these and many other programs in the Course Catalog.

### Instructor Led Courses

Course Number and Title	Course Description	Date and Time
<p style="text-align: center;">LDR 001: Managers as Leaders</p>	<p>Understand your role as a leader. Learn and practice critical skills to improve your leadership versatility and effectiveness.</p> <p>You will learn:</p> <ul style="list-style-type: none"> <li>• The qualities that are at the core of effective leadership</li> <li>• The roles and responsibilities of leaders</li> <li>• How to provide coaching and feedback</li> <li>• How to become a more versatile leader using different styles</li> </ul> <p>This course is a core class for the Critical Skills for Emerging Leaders Certificate program and is open to leaders of all levels at the University.</p>	<p style="text-align: center;">March 15, 2012 9:30am - 12:30pm</p>
<p style="text-align: center;">LDR 002: Managing Communication Successfully</p>	<p>Effective communication is the foundation of leadership. A strong leader must be able to deliver messages clearly and understand the messages that they receive. In this workshop, you will receive the tools to strengthen your communication skills.</p> <p>You will learn to:</p> <ul style="list-style-type: none"> <li>• Recognize ways to address the barriers that may hinder our communication</li> <li>• Deliver verbal messages more effectively to everyone</li> <li>• Ask the right questions to help you better understand any situation</li> <li>• Reduce misunderstanding by using active listening</li> </ul> <p>This course is a core class for the Critical Skills for Emerging Leaders Certificate program and is open to leaders of all levels at NYU.</p>	<p style="text-align: center;">March 28, 2012 9:30am - 12:30pm</p>

Course Number and Title	Course Description	Date and Time
<p>LDR 013: Creating a Motivated Team</p>	<p>Do you imagine a workplace where everyone brings energy, passion and a positive attitude with him or her each day? In this 90 minute session, we will discuss the tools shared in FISH! and you will be asked to share how the tools can be applied in your environment to create one in which people are truly connected to their work, their colleagues, and their customers.</p> <p>You will leave the program with:</p> <ul style="list-style-type: none"> <li>• An understanding of the key concepts in the FISH philosophy</li> <li>• A plan on how to apply these concepts in your workplace.</li> </ul> <p>This course is ONLY open to leaders who have completed a leadership program at NYU (i.e. Frontline Leadership, Critical skills for Emerging Leaders or Building Leadership Excellence)</p>	<p>April 11, 2012 11:30am - 1:00pm</p>
<p>LDR 027: Coaching for Performance Improvement</p>	<p>In this program you will learn how to:</p> <ul style="list-style-type: none"> <li>• Improve your ability to have effective coaching conversations with your employees</li> <li>• Assess your strengths and areas for improvement in coaching others</li> <li>• Learn and practice with a model for having effective coaching discussions</li> <li>• Improve performance for yourself and your employees</li> </ul> <p>This course is an elective course in the leadership certificate program. It is open to all leaders at the University.</p>	<p>April 4, 2012 9:30am - 12:30pm</p>
<p>TEC 003: Excel: Basic Formulas and Features – 2007</p>	<p>This course will cover the basic and basis of all Excel's different type of calculations, simple calculations, calculations using Relative &amp; Absolute Reference, Auto-Functions (Formulas) i.e. the Average, Min, Max and Count Functions. It will also explain the structure of a Function (the basis of the advanced Functions) as well as cover other basic but essential time saving unique features to Excel.</p> <p>Who should attend: Anyone who is interested to learn the basic Calculations and the basis of the Auto-Functions (Formulas).</p> <p>NOTE that you must have familiarity with Excel 2007/2010's Ribbon/Window, basic editing tasks (i.e. inserting/deleting rows/columns and deleting data/formats from cells etc) to participate in this program.</p>	<p>February 21, 2012 2:00pm – 5:00pm</p>

Course Number and Title	Course Description	Date and Time
<p>TEC 004: Intermediate Excel 2007</p>	<p>This Workshop is for those who want to learn the in depth basics of the Column, Pie, Line and Combination Charts. This workshop also teaches how to manipulate data in a flat file database by understanding the sort and filter features of Excel.</p> <p>Who should attend: Those who are quite familiar with Excel basic features and would like to create charts perfectly every time as well as those who would like to manipulate data to extract the information they need from a table or a list. You should have familiarity with Excel 2007/2010's Ribbon/Window, basic editing tasks (i.e. inserting/deleting rows/columns and deleting data/formats from cells etc) to participate in this program.</p>	<p>March 27, 2012 2:00 pm - 5:00 pm</p>
<p>TEC 005: Excel 2007- Advanced Formulas</p>	<p>This advanced Excel workshop is for those who would like to learn how to use the Advanced Formulas, IF, AND, OR, TODAY, NOW, PMT, IPMT, PPMT, VLOOKUP, SUMIF, SUMIFS, COUNTIF and Nested Functions.</p> <p>Who should attend: Anyone who is familiar with the basic Functions (Auto-Formulas) of Excel, naming cells and cell ranges and is interested in learning the advanced Functions (Auto-Formulas).</p>	<p>March 29, 2012 2:00 pm - 5:00 pm</p>
<p>PRO 402: Presentation Skills</p>	<p>In this two ½ day program you will learn and practice:</p> <ul style="list-style-type: none"> <li>• Skills and techniques to improve your public speaking skills and help you become a more effective presenter</li> <li>• How to control nervous energy</li> <li>• How to organize your presentation</li> <li>• Using visual aids effectively</li> </ul> <p>This course is open to any employees who lead presentations.</p>	<p>February 29, 2012 9:30am - 12:30pm AND March 7, 2012 9:30am - 12:30pm</p>
<p>PRO 017: Best Practices in Time Management</p>	<p>In this interactive one-hour session, you will learn how to immediately improve your ability to make the best use of your time using some simple but effective tools and strategies.</p> <p>You will learn to:</p> <ul style="list-style-type: none"> <li>• Identify your personal time management preferences</li> <li>• Prioritize tasks effectively</li> <li>• Use calendars, lists, and files effectively</li> <li>• Manage interruptions</li> <li>• Understand and address psychological barriers</li> </ul> <p>This course is open to all employees at NYU.</p>	<p>March 1, 2012 1:00pm - 2:00pm</p>

Course Number and Title	Course Description	Date and Time
<p>PRO 010: Influence Without Authority for Administrative Assistants</p>	<p>As an Administrative Assistant, you sometimes need to exercise influence to successfully complete your projects and tasks. In this program, we will:</p> <ul style="list-style-type: none"> <li>• Define influence</li> <li>• Identify the steps you can take to have influence even when you cannot mandate action</li> <li>• Create an action plan that defines immediate steps you can take to use these skills in your job</li> </ul> <p>This program is only open to clerical and technical employees.</p>	<p>March 29, 2012 10:00am - 12:00pm</p>
<p>PRO 002: Providing Excellent Service in Difficult Situations</p>	<p>This program builds off of the concepts discussed in our online customer service program and shows you how to apply the ICARE model when handling an angry or frustrated customer. This workshop will guide you through steps you can take to successfully address some of the difficult service situations that you may encounter in any role at NYU. You will practice:</p> <ul style="list-style-type: none"> <li>• Identifying the underlying causes of these difficult situations</li> <li>• Using the ICARE model to ensure a positive outcome</li> <li>• Actions that you can take to help yourself and others in a stressful situation</li> </ul> <p>This course is open to any employee at NYU. Employees must complete the online course "Providing Excellent Service at NYU" before they can enroll in this classroom program.</p>	<p>April 17, 2012 10:00am - 12:00pm</p>
<p>PRO 009: Resumes that Differentiate and Distinguish</p>	<p>A resume is the tool that employers use to initially differentiate and distinguish you from other candidates. In this session, you will be coached on how to elevate resume-writing skills and convey the key knowledge, skills and abilities. You will also explore the do's and do not's on various formatting styles, industry preferences, and other critical resume features.</p> <p>NOTE: Although participants will not rewrite resumes during the session, you must bring a copy of your updated resume (including your current job responsibilities.)</p> <p>This course is open to all University employees.</p>	<p>March 21, 2012 12:00pm - 1:00pm</p>

<b>Course Number and Title</b>	<b>Course Description</b>	<b>Date and Time</b>
PRO 008: Cover Letters that Catch Interest	<p>A cover letter is the tool that catches an employer’s interest during the hiring process. In this classroom session, you will be coached on how to promote yourself through your cover-letter writing skills. You will review basics on conveying individuality, strength of writing, and suitability of position.</p> <p>This course is open to all University employees.</p>	April 10, 2012 1:00pm - 2:00pm
PRO 015: Ace the Internal Interview	<p>This course is designed to introduce and develop effective interviewing skills. We will explore topics such as interview preparation, interview etiquette and body language, interview questions, common Do's and Don'ts, and how to best follow-up after an interview. If you are interested in pursuing the next step in your career at NYU, join us for this one-hour session!</p> <p>This course is open to all University employees.</p>	April 24, 2012 12:00pm - 1:00pm
PRO 013: Effective Business Writing	<p>This two 1/2 day program uses a variety of methodologies such as writing exercises, feedback (both group and individual), games, group discussions and case studies to engage the participants as they build their skills. The activities will focus on editing, memo and report writing and basic grammar.</p> <p>Participants must attend both sessions and will be asked to provide a writing sample before the first class. Everyone will also be asked to complete a writing project between the two sessions.</p> <p>This course is open to all University employees.</p>	April 12, 2012 9:30-1pm And April 19, 2012 9:30-1pm
Global Program	Details of an hour long program to be led by David Austell will be added early next week.	TBD

## A Sample of Online Programs Offered by Talent, Learning and Organizational Development

Course	Description
<p>PRO 014: Excellent Customer Service at NYU</p>	<p>This online program introduces you ICARE, NYU's model for excellent customer service. Upon completion of this introductory program, you will be able to:</p> <ul style="list-style-type: none"> <li>• Define the steps that you can take to provide exceptional service to anyone at NYU</li> <li>• Successfully use the communication skills in any customer situation</li> <li>• Access additional resources that you can use for continued development</li> </ul>
<p>PRO 034: Conducting Effective Meetings</p>	<p>This online course will help you better manage the many meetings you may have to lead. It will help you understand how to open, facilitate and close a meeting successfully. It also touches on ways to manage conflict and methods for problem solving.</p>
<p>HRS 009: I-9 Form Training</p>	<p>This course is designed to provide guidance and instruction on how to properly review, verify and complete the Federal I-9 Form as a part of the University's employment process. This program is an overview and targeted to individuals responsible for reviewing and certifying the I-9 form for NYU. This program is appropriate for anyone with hiring authority and anyone who is responsible for the I-9 employment verification process within any of the schools, departments, and units at NYU. You also have access to a resource page with links to additional information by clicking on the tab marked Resources.</p>