Leadership & Professional Development Opportunities

Course Catalog ◆ July – December 2017

Duke
HUMAN RESOURCES

LEARNING & ORGANIZATION DEVELOPMENT

WELCOME TO OUR FALL 2017 CATALOG OF OFFERINGS!

Duke Learning & Organization Development (L&OD) aims to drive strategic learning and development through the research, instructional design, and facilitation of high impact training and performance solutions; enabling individuals, teams, and organizations to achieve extraordinary results in education, research, and patient care.

We value our mission and have a strong commitment to providing intentional development that will strategically move individuals and organizations forward in their journey from good to great.

This year L&OD is happy to be recognized as an authorized provider of Continuing Education Unit (CEU) Credits for our courses by the International Association for Continuing Education and Training (IACET). We have added three new classes to our Fall lineup: Administrative Assistant of Excellence certificate, Situational Leadership II, and The Art of Delegation. Each year, L&OD facilitates more than 250 workshops and seminars to help employees build upon existing knowledge, learn new skills, and develop core workplace competencies. By partnering with university teaching and research faculty, administrative faculty, and industry-leading training providers, L&OD offers a comprehensive variety of ongoing professional development workshops, desktop software training classes, cohort-based learning experiences, and organizational interventions — all designed to provide Duke employees with highly engaging opportunities to enhance core workplace skills and strengthen operational knowledge.

In addition to open enrollment professional development courses, Learning and Organization Development offers an array of consulting services. This year alone we've partnered with departments and schools throughout the system to provide the following services: Strategic planning, Continuous Quality Improvement facilitation, 360 assessments coupled with executive coaching from a certified coach, retreat facilitation, and departmental in-services. Give us a call to do your next retreat or to work on specific team development.

I encourage you to invest in yourself. Become a leader in your own learning. If you haven't taken a class through Learning and Organization Development, or utilized us for your retreats or team development, we hope you will join us this Fall. Your success is Duke's success.

Best,

Keisha P. Williams, MPA
Assistant Vice President, Learning and Organization Development

TABLE OF CONTENTS

Let's Get Started

Take charge of your career. You have a wealth of professional development opportunities available to you at Duke.

Whether you are seeking leadership or management development, training in the latest technology applications, or professional development, you will find a broad array of options.

Where to Find Us

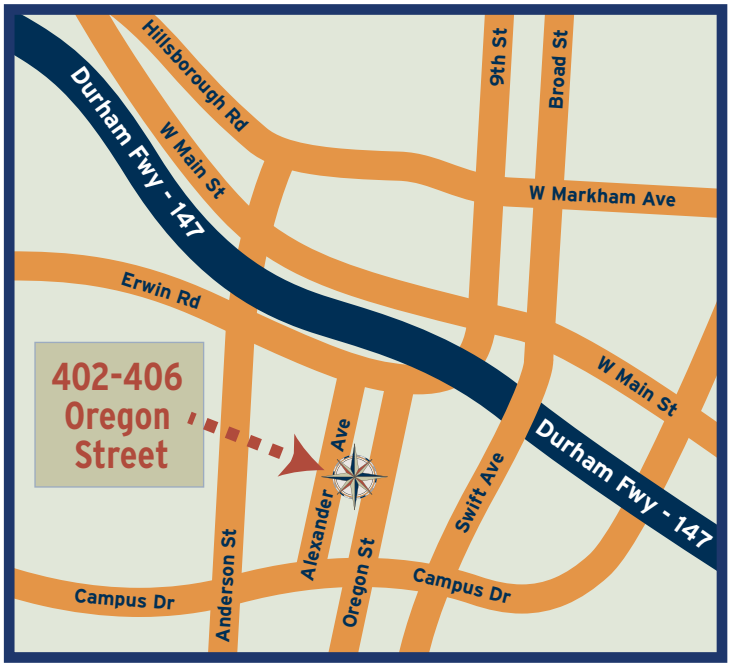
Learning and Organization Development is located on Duke University's Central Campus at 402 and 406 Oregon Street, across the parking lot from the Duke Police Station. Oregon Street is off Erwin Road between Duke Hospital and 9th Street, and also off Campus Drive between Anderson Street and Swift Avenue.

Parking

Free parking is available in the lot in front of our buildings at 402 and 406 Oregon Street. Overflow parking is available in the small lot behind building 402 and on the west sides of Alexander and Oregon Streets. The lot beside Duke Police Headquarters and the Episcopal Center is off-limits.

Buses

Duke University "C" buses stop on Campus Drive (5 minute walk) and Alexander Street (diagonally across from our buildings). During the school year, buses run approximately every 10 minutes. The Bull City Connector bus stops near the intersection of Alexander Street and Erwin Road (5 minute walk).



REGISTRATION

Start your journey

Registration is handled within the Duke Learning Management System (LMS) accessible through the Duke@Work self-service website by clicking on "MyInfo," then "MyCareer," and finally "MyLearning."

You can go directly to the Duke LMS or create a favorite link by using the following address in your browser: **lms.duhs.duke.edu/Saba/Web/Cloud**
For specific instructions and job aids on using the Duke LMS, see:
hr.duke.edu/training/learning-management-system

Waitlist

L&OD strongly recommends using the waitlist in the LMS for two reasons:

1. If someone drops the class, the individuals on the waitlist are offered the seat in the order in which they were put on the list.
2. When there are enough participants on the waitlist, we do our best to put another class on the calendar as soon as possible. Those individuals will be invited to participate in the new class before it is open to everyone. L&OD cannot add additional classes unless we know there continues to be interest.

Payment Information

Payment information is required for classes that have a fee. Many departments can provide time off and/or funds to cover the cost of job-related training. Please check with your supervisor. In your registration confirmation notice, you will be prompted to provide your payment details. Here you are able to provide your department's cost object number (7 digits for the University and 9 digits for the Health System). If you prefer to pay for the class yourself, you may pay with a check or money order, made out to "Duke Learning & Organization Development." We are not able to accept credit or debit cards. We can provide a payment receipt when you pay by check. Please pay at L&OD's offices at 402/406 Oregon Street no later than five business days before the class date.

Drop/Cancellation and No-Show Policy

The registration/drop period closes **three business days before the course date**. Therefore, if you can no longer attend, you must drop the course in the LMS prior to three business days before the course date to have the fee automatically canceled in full.

For example, if your class will be held on Wednesday the 17th, the registration/drop period closes Friday the 12th. Therefore, Thursday the 11th would be the last day that you can register or drop a course. Remember to also account for any official Duke holidays, and be careful with transitions from one month to the next when figuring out your last drop day.

If you do not drop a course before the drop deadline or are a "no-show," the course fee will be charged. Registration and emergency drop/cancellation in the three-day period before each class are at the discretion of L&OD.

EDUCATION

Improve yourself

PROFESSIONAL DEVELOPMENT

Duke is committed to providing employees with engaging and effective individual growth and professional development opportunities that focus on building and enhancing core competencies and strategic workplace skills. Learning & Organization Development (L&OD) supports this commitment with research, curriculum design, and program facilitation of professional development workshops designed to provide learning experiences and insight that can be immediately applied in the workplace.

Whether you are just beginning your career with Duke University or Duke University Health System, have recently taken on new responsibilities, need to learn new skills, or are seeking opportunities to expand the overall depth and breadth of your professional knowledge, L&OD courses can help you achieve your goals.

Professional Development Courses

These classes help Duke employees build valuable work skills and improve individual performance. Once you have logged into Duke@Work, you can register for classes through the Duke Learning Management System (LMS). You can find professional development classes in the catalog section by following these three steps:

1. Click on "Search the Catalog"
2. Click on "Browse by Category"
3. Click on "L&OD Offerings"

Continuing Education Units (CEU)

You now have the ability to obtain Continuing Education Unit (CEU) credits for Learning and Organization Development courses. In order to obtain CEU credits, you must meet the following requirements:

a. Participants must sign the roster at the beginning of the session.

b. Participants must attend 90% of the session to receive CEU credit.

c. If the participant fails to sign in and/or attends less than 90%, he/she will not receive CEU credit for the course.

d. Full participation in and satisfactory completion of all related activities and assignments.

e. Completion of the learning activity evaluation.

f. Participants are not required to use or bring, or provide any special materials or technological devices for participation in or completion of classroom activities, unless otherwise notified prior to the session.

g. The participant will receive a printed certificate at the conclusion of the class after successful completion.

h. Participants can print a transcript of the learning activity after the instructor has entered the completion information into the LMS.

Duke University Learning and Organization Development has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102.

For more information about IACET and which organizations accept IACET CEUs, visit IACET.org. IACET encourages individuals to check with their specific regulatory boards or professional organizations to confirm that the CEUs received from courses taken from IACET Authorized Providers will be accepted.

Administrative Assistant Certificate Programs

NEW

The Star Achievement Series® is a program for administrative office assistant developed by international trainer, coach, and author, Joan Burge. Joan is also the founder and CEO of Office Dynamics International. Duke is excited to bring the program to our administrative assistant. This program is intended to build upon the assistant's current administrative competencies by focusing on four areas: skill, attitude, teamwork, and strategy. Star Achievers synergize these four components into their everyday professional performance and, over time, fully develop as leaders who exhibit confidence at work, at home, and in the community. This is the basis for a Star Achiever's strong reputation of excellence.

The series includes two certificate programs and one designation:

- **1st level – Administrative Assistant of Excellence**
  Participant attends four level 1 core classes

- **2nd level – Executive Assistant of Excellence (Spring 2018)**
  Participant attends four level 2 core classes

- **Certified Executive Administrative Professional (CEAP) Designation**
  Participants must complete 1st and 2nd level certificate programs; complete a competency checklist; and complete the designation application at the conclusion of the program.

CEAP Designation Orientation

Facilitator:
Dinetta Richardson

Date & Time: (2 Offerings)

Offering 1: (one hour)
July 11, 2017, 12:00 p.m. - 1:00 p.m.,

Offering 2: (one hour)
July 11, 2017, 3:30 p.m. - 4:30 p.m.

Location: 402 Oregon St.
Shaner Room

No Cost

The CEAP Designation is a curriculum based designation offered through Office Dynamics International. The Designation is awarded to individuals who complete all 8 classes in Levels I & II and meet program objectives. Having a CEAP Certified Designation sets you apart as a strong performer. A CEAP Certified Designation will inspire others at your office and will demonstrate that you have taken the initiative to grow professionally. It is an indication of your capabilities whether you are looking for a job or in an existing position.

Ten people will be selected for the Designation program. You must attend the orientation and then submit all required paperwork by the deadlines (given during the orientation) in order to be admitted into the program.

Administrative Assistant of Excellence Level I

Module 1: Be a Star Achiever (Attitude Component)

Facilitator:
Dinetta Richardson

Date & Time: (2 Offerings)

Offering 1: (1 day)
August 23, 2017, 8:30 a.m. - 4:00 p.m.

Offering 2: (1 day)
August 29, 2017, 8:30 a.m. - 4:00 p.m.

Location: 402 Oregon St.
Shaner Room

Cost: $130.00

Professional Attitude is one of the most important skill sets for an administrative assistant. The person in this role is the face of the department and is the primary organizer of the various activities of the department/manager. This requires the ability to have strong interpersonal skills and be able to communicate with confidence.

Course Format:

This interactive workshop includes lecture, handouts, skills demonstration and practice, case studies, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:

- Compare different types of common challenging personalities
- Identify ways to manage interactions with challenging personality types
- Identify ways to leverage criticism and overcome intimidation

CEU Credits: 0.6

Administrative Assistant of Excellence Level I
Module 2: Star-Achieving Techniques (Skill Component)

Facilitator:
Dinetta Richardson

Date & Time: (2 Offerings)

Offering 1: (1 day)
September 15, 2017, 8:30 a.m. - 4:00 p.m.

Offering 2: (1 day)
September 27, 2017, 8:30 a.m. - 4:00 p.m.

Location: 402 Oregon St.
Shaner Room

Cost: $130.00

If you are going to sustain your success in the administrative profession and be a rising star, you must embrace the idea that core competencies are vital. This module explores different strategies to improve the skill set of the administrative assistant. The class also explores ways to identify and leverage administrative strengths.

Course Format:
This interactive workshop includes lecture, handouts, skills demonstration and practice, case studies, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Define the foundational competencies of administrative assistant
- Compare the differences between being a task doer and cognitive being
- Construct a model to improve task management
- Develop an action plan for skill development

CEU Credits: 0.6

Administrative Assistant of Excellence Level I
Module 3: Building Star Partnerships (Teamwork Component)

Facilitator:
Dinetta Richardson

Date & Time: (2 Offerings)

Offering 1: (1 day)
October 16, 2017, 8:30 a.m. - 4:00 p.m.

Offering 2: (1 day)
October 25, 2017, 8:30 a.m. - 4:00 p.m.

Location: 402 Oregon St.
Shaner Room

Cost: $130.00

In your position, you are privy to strategic information, planning strategies, and knowledge that other employees are not. Often much of your day involves deciding what tasks must be done first, how to approach individuals on behalf of your leader, reacting quickly to your leader's changing 'to do' list and so much more. Together, you and your leader are responsible for leveraging your combined strengths while minimizing shortcomings. This requires a strong partnership and clarity around roles and responsibilities.

Course Format:
This interactive workshop includes lecture, handouts, skills demonstration and practice, case studies, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Validate the expectations of tasks by discussing ways to bring into congruence the perceptions and expectations of various tasks, as viewed by the leader and administrative assistant
- Identify the effectiveness of current tasks
- Discuss ways to improve communication and collaboration with leaders and departmental teams

CEU Credits: 0.6

Administrative Assistant of Excellence Level I
Module 4: Reaching Stardom (Strategy Component)

Facilitator:
Dinetta Richardson

Date & Time: (2 Offerings)

Offering 1: (1 day)
November 2, 2017, 8:30 a.m. - 4:00 p.m.

Offering 2: (1 day)
November 16, 2017, 8:30 a.m. - 4:00 p.m.

Location: 402 Oregon St.
Shaner Room

Cost: $130.00

Although some people may compromise or settle for less, Star Achievers want more, do more, and become more. Each person has uncharted territories to explore and discover. This module is focused on identifying ways you can achieve your personal and professional goals.

Course Format:
This interactive workshop includes lecture, handouts, skills demonstration and practice, case studies, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Identify the primary values that tie to professional goals
- Identify ways to cultivate business relationships
- Discuss the component of developing a professional brand

CEU Credits: 0.6

Crucial Conversations®

Facilitators:
Donald Shortslef and Dinetta Richardson

Date & Time: (2 Offerings)

Offering 1: (2 days)
July 25-26, 2017, 8:30 a.m. - 4:00 p.m.
(You must attend both days.)

Offering 2: (2 days)
December 6-7, 2017, 8:30 a.m. - 4:00 p.m.
(You must attend both days.)

Location: 402 Oregon St.
Shaner Room

Please go to the LMS to read additional information about the value of attending Crucial Conversations. If you still have questions, please contact L&OD.

Now offered at Duke!
Take part in this internationally recognized program offered for half the price of the public sessions offered through Vital Smarts.

Tools for Talking When Stakes Are High

We all face situations where things are tense and saying the right thing is crucial. Whether you are approaching a supervisor who is breaking his or her own policies, critiquing a colleague's work, or talking to a team member who isn't keeping commitments, keeping the conversation productive can be very difficult.

Course Format:
Crucial Conversations Training infuses fourteen hours of classroom time with more than 60 original video clips of "before and after" situations. Enjoy video-based instruction from the authors of Crucial Conversations: Tools for Talking When Stakes are High. Engage in extensive in-class practice, group participation, and personal reflection as you explore and master these crucial skills.

At the conclusion of the course, participants will be able to:
- Recall the eight steps of a crucial conversation
- Apply the conversation model to speak persuasively, not abrasively
- Devise a script to resolve individual and group disagreements

CEU Credits: 1.2

Communicating with Diplomacy & Tact 1 (Introduction)

Facilitator:
Donald Shortslef

Date & Time: (4 Offerings)

Offering 1: (1 day)
August 1, 2017, 8:30 a.m. - 4:30 p.m.

Offering 2: (1 day)
October 2, 2017, 8:30 a.m. - 4:30 p.m.

Offering 3: (1 day)
November 9, 2017, 8:30 a.m. - 4:30 p.m.

Offering 4: (1 day)
December 1, 2017, 8:30 a.m. - 4:30 p.m.

Location: 402 Oregon St.
Shaner Room

Cost: $130.00

Effective communication is a fundamental ingredient for sustaining relationships and creating results in today's workplace. Experts agree that successful workers tend to have excellent communication skills. Learn how to become more polished and persuasive in expressing your opinions, thoughts, and ideas.

Course Format:
This interactive workshop includes lecture, handouts, skills demonstration and practice, case studies, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Identify the impact of verbal and nonverbal communication
- Compare the difference between assertive versus aggressive communication
- Demonstrate listening and feedback skills
- Explain the three components of diplomatic and tactful communication

CEU Credits: 0.6

Communicating With Diplomacy & Tact 2 (Advanced)

Facilitator:
Donald Shortslef

Date & Time: (4 Offerings)

Offering 1: (1 day)
August 17, 2017, 8:30 a.m. - 4:30 p.m.

Offering 2: (1 day)
October 19, 2017, 8:30 a.m. - 4:30 p.m.

Offering 3: (1 day)
November 20, 2017, 8:30 a.m. - 4:30 p.m.

Offering 4: (1 day)
December 13, 2017, 8:30 a.m. - 4:30 p.m.

Location: 402 Oregon St.
Shaner Room

Cost: $130.00

Research shows that the most effective communication techniques can influence others at all levels. Building from the concepts of Communicating with Diplomacy and Tact 1, learn advanced skills that utilize emotional intelligence, social intelligence, the art of influence, and techniques for handling difficult conversations.
Prerequisite: *Communicating with Diplomacy & Tact 1.*

Course Format:
This dynamic workshop includes lecture, role play, self-reflection, skills practice, case studies, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Recall the five areas of emotional intelligence
- Self-assess their level of empathy and interconnectedness with others
- Practice advanced techniques for handling difficult conversations at work

CEU Credits: 0.6

Conflict Resolution

Facilitator:
Donald Shortslef

Date & Time: (2 Offerings)

Offering 1: (1 day)
July 20, 2017, 8:30 a.m. - 4:30 p.m.

Offering 2: (1 day)
September 14, 2017, 8:30 a.m. - 4:30 p.m.

Location: 402 Oregon St.
Shaner Room

Cost: $130.00

Conflict is a normal and even healthy part of personal and professional relationships. Since relationship conflicts are inevitable, learning to deal with them in a healthy way is crucial. When handled in a respectful and positive way, conflict provides an opportunity for growth, ultimately strengthening the bonds between people. By learning the skills you need for successful conflict resolution, you can maintain and enhance your relationships. This course will use the Thomas-Kilmann Inventory (TKI) assessment. *All participants must take the assessment one week before the actual course.*

Course Format:
This hands-on workshop includes formal self-assessment, lecture, skills practice, case studies, team games for retention of key concepts, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Define the meaning and causes of conflict
- Demonstrate all five modes of conflict resolution
- Evaluate ways to minimize each mode's negative side effects

CEU Credits: 0.6

Critical Thinking Skills: Strategies for Improving Critical Thinking in the Workplace

Facilitator:
Dinetta Richardson

Date & Time: (1 Offering)

Offering 1: (3/4 of a day)
November 10, 2017, 8:30 a.m. - 3:00 p.m.

Location: 402 Oregon St.
Shaner Room

Cost: $100.00

Critical thinking is something everyone does in their professional and personal lives. Almost all of your everyday activities require you to seek information, analyze and assess the alternatives, and reach some conclusion. The challenge to critical thinking is being able to reality test every situation and apply the appropriate strategy to the appropriate situation. This class offers strategies to resolve situations and make decisions that lead to an effective conclusion.

Course Format:
This hands-on workshop includes lecture, self-reflection, skills practice, and instructional DVDs to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Identify habits that create barriers to critical thinking
- Demonstrate the three steps to the critical thinking process
- Appraise situations to identify gaps in critical thinking

CEU Credits: 0.3

Essential Presentation Skills (2 half days)

Facilitator:
Joy Birmingham

Date & Time: (2 Offerings)

Offering 1: (2 half days)
October 20 & 27, 2017, 8:30 a.m. – noon
(You must attend both days.)

Offering 2: (2 half days)
November 21 & 28, 2017, 8:30 a.m. – noon
(You must attend both days.)

Location: 402 Oregon St.
Shaner Room

Cost: $130.00

Presentation skills are essential to every employee's success as a leader, an innovator, and someone who can influence others to act in some specific way. Both verbally and nonverbally, we are always presenting who we are and what we stand for when we work with others. If we want to have others listen to us, we need to articulate our message in a way that our listener can hear. We will develop 10-minute presentations on Day 1 and deliver them to the class on Day 2.

Course Format:

This active workshop includes lecture, a seven-step model for writing an effective presentation, skills practice, and guided discussions to reinforce the learning.

Please note: Participants must use personal time between Day 1 and Day 2 to finish creating their 10-minute presentation to deliver to class participants on Day 2.

At the conclusion of the course, participants will be able to:

- Prepare and deliver a 10-minute presentation
- Illustrate the verbal and nonverbal skills required for holding an audience's attention
- Assess ways to reduce presentation anxiety and improve presentation delivery

CEU Credits: 0.6

Fundamentals of Business Writing (1.5 days)

Facilitator:
Donald Shortslef

Date & Time: (2 Offerings)

Offering 1: (1.5 days)
August 15, 2017, 8:30 a.m. - 4:30 p.m.
August 16, 2017, 8:30 a.m. - noon
(You must attend both days.)

Offering 2: (1.5 days)
November 7, 2017, 8:30 a.m. - 4:30 p.m.
November 8, 2017, 8:30 a.m. - noon
(You must attend both days.)

Location: 406 Oregon St.
Computer Lab 101

Cost: $195.00

This one and a half day session begins with a review of writing basics, explores the pitfalls and traps of business writing, and gives you practice writing clearly and persuasively. By the end of the course, you will be better prepared to write a clear and concise business letter, memo, email, and report.

Course Format:
This dynamic workshop includes lecture, hands-on computer exercises, and guided large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Discover and correct common grammar and spelling errors
- Develop a message and communicate it clearly and simply
- Identify common interpersonal communication errors so that they may be avoided

CEU Credits: 0.9

Managing Meetings Effectively (1 half day)

Facilitator:
Donald Shortslef

Date & Time: (2 Offerings)

Offering 1: (1 half day)
August 18, 2017, 8:30 a.m. - noon

Offering 2: (1 half day)
November 14, 2017, 8:30 a.m. - noon

Location: 402 Oregon St.
Shaner Room

Cost: $65.00

Patrick Lencioni: *No action, activity, or process is more central to a healthy organization than the meeting.* Planning and conducting productive meetings are essential skills for every employee to master. Whether you are charged with planning, facilitating, participating in, or simply attending meetings, learning these best practices will ensure that time spent is productive and efficient. Participants in this workshop will learn the keys to making sure that meetings are well-organized and effectively facilitated.

Course Format:
This hands-on workshop includes lecture, small group skills practice, simulation, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Use proven meeting planning and preparation techniques
- Develop and practice effective meeting facilitation, participation, and control techniques
- Identify best practices regarding required documentation

CEU Credits: 0.3

Managing Multiple Priorities

Facilitator:
Joy Birmingham

Date & Time: (3 Offerings)

Offering 1: (1 day)
September 20, 2017, 8:30 a.m. - 4:30 p.m.

Offering 2: (1 day)
October 17, 2017, 8:30 a.m. - 4:30 p.m.

Offering 3: (1 day)
November 6, 2017, 8:30 a.m. - 4:30 p.m.

Location: 402 Oregon St.
Shaner Room

Cost: $130.00

Improve your ability to manage competing demands for your time and attention. Discover practical tools for meeting your goals in today's ever-changing work environment. Gain and enhance skills for mastering expanding workloads and tight timelines and for managing increasing uncertainty.

Course Format:
This hands-on workshop includes pre-work, lecture, small group exercises, self-reflection, triad skills practice, and guided small and large group discussions to reinforce the learning.

Please note: The facilitator will send you the required pre-work to complete one week prior to the course date.

At the conclusion of the course, participants will be able to:
- Practice prioritizing work and maintaining focus
- Develop communication techniques in order to get vital information for determining priorities
- Discuss tools that help meet the competing demands of bosses, coworkers, and customers
- Prepare an action plan with steps to employ new time and priority management skills

CEU Credits: 0.6

Notary Public

Facilitator:
Guest Instructor from Durham Tech

Date & Time: (3 Offerings)
Please note the unique beginning and ending time.

Offering 1: (1 day)
August 11, 2017, 9 a.m. - 5 p.m.

Offering 2: (1 day)
October 6, 2017, 9 a.m. - 5 p.m.

Offering 3: (1 day)
December 8, 2017, 9 a.m. - 5 p.m.

Location: 402 Oregon St. Shaner Room

Cost: $130.00

This workshop prepares the participant to be commissioned as a Notary Public for the State of North Carolina and fulfills the mandatory classroom instruction requirement. The textbook is included at no extra charge. Please bring a government-issued photo ID with you—federal or State of North Carolina. **Please note:** Notary Public class begins at 9:00 a.m. and ends at 5:00 p.m.

Course Format:
This active workshop includes lecture, skills practice, and guided discussion to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Describe the history, powers and limitations, purpose, and process of becoming a Notary Public
- Explain how to take acknowledgments (certify signatures)
- Outline steps to take proofs of execution
- Practice administering oaths
- Identify the process for taking affidavits

CEU Credits: 0.6

Online Facilitation Training (2 days)

Facilitator:
Joy Birmingham

Date & Time: (1 Offering)

Offering 1: (2 days)
December 4, 2017, 8:30 a.m. - 4:30 p.m.
December 11, 2017, 8:30 a.m. - 4:30 p.m.
(You must attend both days.)

Location: 402 Oregon St. Shaner Room

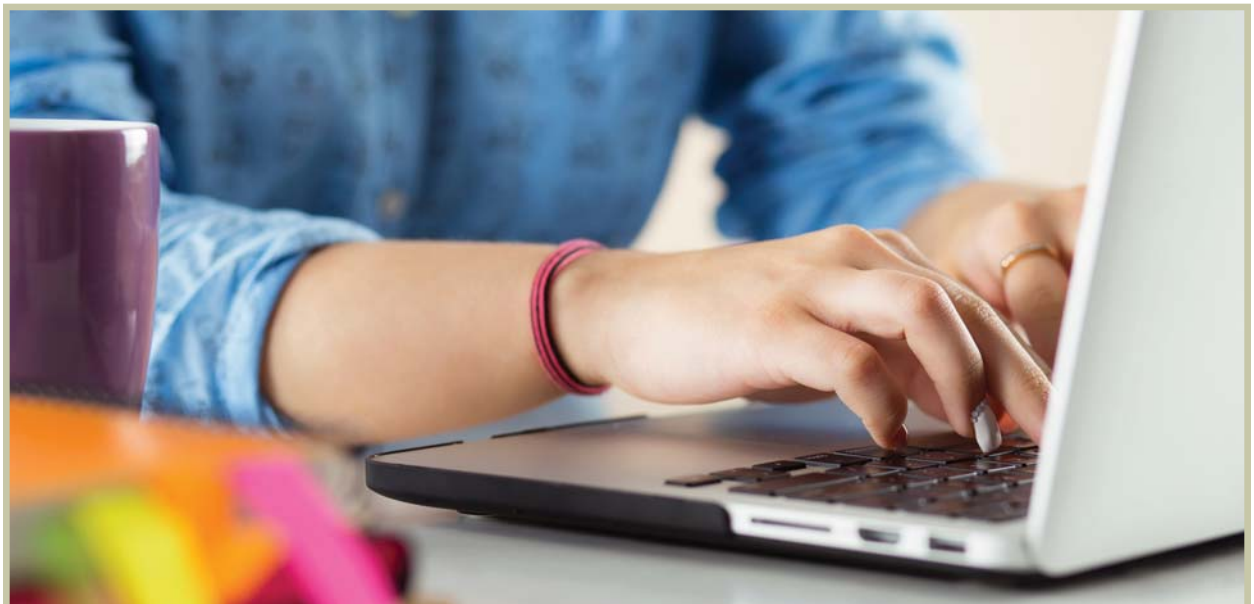
Cost: $260.00

Learning doesn't always have to take place in a classroom - a great deal of teaching and learning is done over the Internet. Learning happens when the participants are actively engaged in the material and the interaction. Over the course of two days, participants will explore best practices for creating interesting, engaging, and effective live training online. Using a team approach, participants will get hands-on experience in all aspects of writing, facilitating, and producing online learning.

Course Format:
This interactive workshop includes a webinar, lecture, small group hands-on lab to design a webinar, video examples, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Compare the differences between online learning and instructor led training (ILT)
- Create and facilitate a 30 minute module for effective online training
- Incorporate online facilitation skills that require the participation of every learner

CEU Credits: 1.2



Personality & Effective Communication (1 half day)

Facilitator:
Dinetta Richardson

Date & Time: **(1 Offering)**

Offering 1: **(1 half day)**
July 13, 2017, 8:30 a.m. – noon

Location: **402 Oregon St.**
Shaner Room

Cost: **$65.00**

This highly interactive class is designed to guide participants through analysis of their current communication practices and to identify opportunities for improved communication between and within departments. Using social capital as a focusing concept, the class highlights the importance of communication for building positive and productive working relationships. We will use the Myers-Briggs Type Indicator® (MBTI®) personality assessment. *All participants must take the assessment one week before the actual course.*

Course Format:

This hands-on workshop includes personality assessment, lecture, skills practice, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:

- Recognize patterns of communication
- Identify strengths and weaknesses of current communication practices
- Develop new or improved communication strategies with coworkers and those in other departments

CEU Credits: 0.3

Resilience: Building Skills to Endure Hardship and Prevent Burnout

Facilitator:
Dinetta Richardson

Date & Time: **(1 Offering)**

Offering 1: **(1 day)**
September 19, 2017, 8:30 a.m. - 4:30 p.m.

Location: **402 Oregon St. Shaner Room**

Cost: **$130.00**

When something goes wrong, do you tend to bounce back or fall apart? How do you handle stress? When you have resilience, you harness inner strength that helps you rebound from a setback or challenge. Resilience won't make your problems go away – but it can give you the ability to see past them, find enjoyment in life, and better handle stress. This class offers strategies to help you become more resilient when stress, adversity, or trauma strikes by identifying ways for you to function more effectively - both physically and psychologically. Please come dressed in casual, comfortable attire.

Course Format:
This hands-on workshop includes lecture, self-reflection, skills practice, and guided discussion to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Identify ways to move from mindless to mindful thinking
- Discuss the importance of cognitive reframing to better manage stress, change, and hardships
- Practice relaxation techniques to refresh and re-energize

CEU Credits: 0.6

Train the Trainer (T1): The Basics of Training

Facilitator:
Joy Birmingham

Date & Time: **(1 Offering)**

Offering 1: **(1 day)**
September 21, 2017, 8:30 a.m. - 4:30 p.m.

Location: **402 Oregon St. Shaner Room**

Cost: **$130.00**

This class is intended for subject-matter experts who provide training to employees as part of their job. By providing a research-based background in adult learning principles and best practices, this class provides the foundation on which the Train-the-Trainer curriculum is based. *This is the first class of a three-part series and a prerequisite for T2 and T3.*

Course Format:
This hands-on workshop includes lecture, role play, small group skills practice, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Apply adult learning principles to common training situations
- Analyze which situations can be resolved with a training solution
- Match the appropriate delivery method to the learning needs of participants
- Define and follow the seven steps to "Train Anything!"

CEU Credits: 0.6

Train the Trainer (T2): Designing Training

Facilitator:
Joy Birmingham

Date & Time: **(1 Offering)**

Offering 1: **(1 day)**
October 18, 2017, 8:30 a.m. - 4:30 p.m.

Location: **402 Oregon St. Shaner Room**

Cost: **$130.00**

This class is intended for subject-matter experts who provide training to employees as part of their job. This course builds on training basics by providing guidance on course design and on creating materials or training activities appropriate to the needs of the learner. ***Prerequisite:*** *T1 must be taken first. This class is the second of the three-part series and is a prerequisite for T3.*

Course Format:
This hands-on workshop includes lecture, individual instructional design application activities, skills practice, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Define their target audience and select an appropriate delivery format
- Construct content based on subject matter and learner needs
- Write training materials in plain language using instructional design techniques

CEU Credits: 0.6

Train the Trainer (T3): Instructor-Led Training & Platform Skills

Facilitator:
Joy Birmingham

Date & Time: **(1 Offering)**

Offering 1: **(1 day)**
November 30, 2017, 8:30 a.m. - 4:30 p.m.

Location: **402 Oregon St. Shaner Room**

Cost: **$130.00**

This class is intended for subject-matter experts who provide training to employees as part of their job. This course builds on the first two courses, The Basics of Training and Designing Training, by providing research-based curriculum development, steps to creating an environment for maximum learning, and a review of the platform skills required for effective training. Participants must come prepared to deliver a 20 minute presentation to their peers in the course. Participants will get all of the needed directions during the T2: Designing Training course. ***Prerequisite:*** *This class is the third of a three-part series, and T1 and T2 must be completed first.*

Course Format:
This interactive workshop includes participants delivering their presentation, lecture, and large group discussion to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Design the educational environment that is most conducive to learning for their audience
- Assess the knowledge and skills of each trainee before, during, and after the training
- Facilitate a variety of learning techniques throughout a training to maximize their trainees' transfer of new knowledge and skills into the workplace

CEU Credits: 0.6

Winning Clients and Influencing People
(formerly Customer Service Excellence)

Facilitator:
Donald Shortslef

Date & Time: **(3 Offerings)**

Offering 1: **(1 day)**
July 18, 2017, 8:30 a.m. - 4:30 p.m.

Offering 2: **(1 day)**
September 11, 2017, 8:30 a.m. - 4:30 p.m.

Offering 3: **(1 day)**
November 1, 2017, 8:30 a.m. - 4:30 p.m.

Location: **402 Oregon St. Shaner Room**

Cost: **$130.00**

This workshop provides staff with the information, skills, and practice necessary for success. Explore the service cycle and ways to deliver service in line with your department's mission and goals. Learn the essential skills of service delivery and developing empathy for your clients. Develop service strategies and learn how to manage and correct interactions that are going poorly.

Course Format:
This interactive workshop includes lecture, role play, skills practice, guided large and small group discussions, and video clips to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Identify the levels of service
- Detect and diffuse emotionally charged situations with customers
- Demonstrate the six steps of excellent customer service and service recovery

CEU Credits: 0.6

LEADERSHIP & MANAGEMENT DEVELOPMENT

The Art of Delegation

NEW

Facilitator:
Donald Shortslef

Date & Time: **(1 Offering)**

Offering 1: **(1 half day)**
October 4, 2017, 8:30 a.m. - noon

Location: **402 Oregon St.**
Shaner Room

Cost: **$65.00**

This intensive half-day seminar gives you real-world practice in delegation strategies that will reduce your stress level, empower your staff, and build morale. You will learn delegation skills that allow you to pinpoint the right task, the right time, and the right person to help maximize productivity for your team.

Course Format:
This hands-on workshop includes lecture, one-on-one coaching, video demonstration of coaching competencies, triad skills practice, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Differentiate between effective and ineffective delegation
- Identify responsibilities that can be delegated
- Understand barriers to delegation
- Monitor progress and coach for success

CEU Credits: 0.3

Fundamentals of Coaching

Facilitator:
Joy Birmingham

Date & Time: (2 Offerings)

Offering 1: (1 day)
September 8, 2017, 8:30 a.m. - 4:30 p.m.

Offering 2: (1 day)
November 8, 2017, 8:30 a.m. - 4:30 p.m.

Location: 402 Oregon St.
Shaner Room

Cost: $130.00

Learn how to develop your staff. Discover specific skills and techniques for creating a high-performing team by maximizing the capabilities of each staff member. L&OD strongly recommends also participating in the companion workshop, Keys to Supervisory Success, prior to taking this class; however, it is not required. *This class is a prerequisite for Leader as Coach.*

Course Format:
This hands-on workshop includes lecture, one-on-one coaching, video demonstration of coaching competencies, triad skills practice, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Discuss strategies, skills, and behaviors of effective coaches
- Identify different styles of coaching
- Match coaching styles to the staff member and the situation

CEU Credits: 0.6

High Performing Teams

Facilitator:
Joy Birmingham

Date & Time: (2 Offerings)

Offering 1: (1 day)
October 26, 2017, 8:30 a.m. - 4:30 p.m.

Offering 2: (1 day)
November 17, 2017, 8:30 a.m. - 4:30 p.m.

Location: 402 Oregon St.
Shaner Room

Cost: $130.00

Based on Patrick Lencioni's book, ***The Five Dysfunctions of a Team***, this one-day session is designed to improve participants' skills for leading a team. We will explore the many challenges that teams face as they seek to "row together." Team skills can be improved every day, if team members are willing to do the work. Participants will learn to harness the power of teams to make decisions, solve problems, and deliver results.

Course Format:
This hands-on workshop includes lecture, pair and triad skills practice, self-assessment, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Identify ways to build an environment conducive to effective teams
- Select appropriate tools and techniques for teamwork
- Recognize the four stages of team development

CEU Credits: 0.6

Keys to Supervisory Success

Facilitator:
Joy Birmingham

Date & Time: (2 Offerings)

Offering 1: (1 day)
September 28, 2017, 8:30 a.m. - 4:30 p.m.

Offering 2: (1 day)
November 7, 2017, 8:30 a.m. - 4:30 p.m.

Location: 402 Oregon St.
Shaner Room

Cost: $130.00

Successful supervisors have developed the knowledge and skills to work with people. During the morning session, participants will review the supervisory role at Duke and learn a conversation model for managing performance. During the afternoon, participants will learn skills for giving and receiving feedback. This is a primary competency needed by all managers and supervisors. Even experienced staff are challenged by this process. Enhancing and practicing these skills contributes to the learner's professional development and to the success of the organization. *L&OD strongly recommends participating in the companion workshop, Fundamentals of Coaching, after completing this course.*

Course Format:
This hands-on workshop includes lecture, pair and triad skills practice, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Identify the performance development needs of their staff
- Practice the communication strategies of effective managers
- Recognize the barriers to giving and receiving effective feedback
- Practice the Situation-Behavior-Impact (SBI) model for giving positive and developmental feedback

CEU Credits: 0.6

Leader as Coach (2 half days)

Facilitator:
Joy Birmingham

Date & Time: (2 Offerings)

Offering 1: (2 half days)
October 23 & 24, 2017, 8:30 a.m. – noon
(You must attend both days.)

Offering 2: (2 half days)
December 18 & 19, 2017, 8:30 a.m. – noon
(You must attend both days.)

Location: 402 Oregon St.
Shaner Room

Cost: $130.00

This course is designed for those individuals already in a managerial/leadership role.
For employees to be engaged in their work, they must grow in both knowledge and skills. Managers want employees to reach higher levels of performance. But how do supervisors and managers learn to lead? What kind of coaching does a supervisor/manager need from his or her manager? This workshop will address why developing leaders through a coaching relationship is so important. We will explore several coaching methods and the competencies they require. The session will provide opportunities for developing your leadership philosophy through coaching. Start thinking about your leadership journey now. ***Prerequisite:*** *Fundamentals of Coaching must be taken prior to this course.*

Course Format:
This hands-on workshop includes lecture, pair and triad skills practice, case studies, self-reflection, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Recall the five-step model in leadership coaching
- Practice leadership coaching conversations
- Develop a leadership philosophy

CEU Credits: 0.6

Leading with Emotional Intelligence

Facilitator:
Dinetta Richardson
or Donald Shortslef

Date & Time: (2 Offerings)

Offering 1: (1 day)
August 3, 2017, 8:30 a.m. – 4:30 p.m.

Offering 2: (1 day)
October 5, 2017, 8:30 a.m. – 4:30 p.m.

Location: 402 Oregon St.
Shaner Room

Cost: $150.00

This course explores five emotional intelligence competencies: self-perception, self-expression, interpersonal, decision making, and stress management. The class encourages managers to take a mindful approach to leading people using emotional intelligence, rather than automatically relying on mental models constructed unconsciously from past experience. Managers will leave the class with tools and strategies for improving self-awareness and interpersonal relationships. *Completion of the EQ-i assessment is required one week prior to class attendance.*

Course Format:
This hands-on workshop includes lecture, self-assessment using the EQ-i assessment tool, pair and triad skills practice, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Define emotional intelligence
- Identify the competencies of emotional intelligence
- Assess ways to improve emotional intelligence based on results from the EQ-i

CEU Credits: 0.6

Managing Across Generations (1 half day)

Facilitator:
Dinetta Richardson

Date & Time: **(1 Offering)**

Offering 1: **(1 half day)**
August 14, 2017, 8:30 a.m. - noon

Location: **402 Oregon St.**
Shaner Room

Cost: **$65.00**

It can be challenging to manage people from a different generational cohort than your own. This class explores the unique differences of the five generations and identifies solutions for navigating the common challenges presented by each cohort.

Course Format:
This hands-on workshop includes lecture, case studies, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Identify their own core values and behaviors
- Develop a framework for understanding the behaviors and core values of each generation
- Use a shared model for building generational competence and tools for cross cultural communication

CEU Credits: 0.3

Managing at a Distance

Facilitator:
Joy Birmingham

Date & Time: **(1 Offering)**

Offering 1: **(1 day)**
November 15, 2017, 8:30 a.m. - 4:30 p.m.

Location: **402 Oregon St.**
Shaner Room

Cost: **$130.00**

With the rise of telecommuting and dispersed work forces, most leaders have likely experienced the challenge and opportunity of leading a hybrid team. How can you balance your attention between the people who are physically in the same location as you and those you may rarely (or never) see? How can you ensure that you consistently communicate with every member of your team? How do you build company culture using online technology? Come explore these questions – and more – offering valuable, actionable tips to enhance your effectiveness in leading your hybrid team.

Course Format:
This hands-on workshop includes lecture, pair and triad skills practice, and guided small and large group discussions to reinforce the learning. Part of the afternoon session will be taught via live, WebEx Trainer and other technical supportive tools managers can use to stay in contact with dispersed direct reports on a daily basis.

At the conclusion of the course, participants will be able to:
- Identify the level of performance support each of their employee's need
- Practice the unique communication skills required when using technology (i.e., WebEx, Skype, Duke Box, SharePoint, etc.)
- Identify and remove the barriers to giving effective feedback, direction, and support at a distance
- Identify ways to facilitate the relationship-building between their remote and local employees through virtual staff meetings

CEU Credits: 0.6

Managing From the Middle

Facilitator:
Joy Birmingham

Date & Time: **(2 Offerings)**

Offering 1: **(1 day)**
September 26, 2017, 8:30 a.m. - 4:30 p.m.

Offering 2: **(1 day)**
November 29, 2017, 8:30 a.m. - 4:30 p.m.

Location: **402 Oregon St.**
Shaner Room

Cost: **$130.00**

This session focuses on how to communicate effectively with those in higher levels of the organization to ensure the best results for all members of the Duke community. We will explore the many competencies required in the art of persuading others to follow your lead.

Course Format:
This hands-on workshop includes lecture, simulation, pair and triad skills practice, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:
- Develop skills to influence others, even when they don't have positional power
- Diagnose their level of skill in working with those in higher level positions, as well as with peers across Duke
- Create an individual plan to increase their skills and effectiveness in communicating with those at all levels of leadership within Duke

CEU Credits: 0.6

Moving from Peer to Supervisor

Facilitator:
Joy Birmingham

Date & Time: (2 Offerings)

Offering 1: (1 day)
September 18, 2017, 8:30 a.m. - 4:30 p.m.

Offering 2: (1 day)
November 13, 2017, 8:30 a.m. - 4:30 p.m.

Location: 402 Oregon St. Shaner Room

Cost: $130.00

You have taken on one of the most challenging assignments for a supervisor – managing people who used to be your peers. In this workshop, we will identify how your role has changed, explore opportunities and potential pitfalls, and learn strategies for becoming a successful supervisor. This workshop will also be useful if you are just at the point of considering becoming a supervisor.

Course Format:

This hands on workshop includes lecture, case studies, pair and triad skills practice, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:

- Identify changes to their new role
- Identify ways to help their staff navigate this change by practicing key managerial communication skills
- Create an ongoing career development plan

CEU Credits: 0.6

SAP Performance Management Best Practices (for DUHS only)

Facilitator:
Don Shortslef

Date & Time: (2 Offerings)

Offering 1: (1 day)
July 19, 2017, 8:30 a.m. - 4:30 p.m.

Offering 2: (1 day)
September 6, 2017, 8:30 a.m. - 4:30 p.m.

Location: 406 Oregon St. Lab 101

Cost: $65.00

This course is for DUHS staff only. Adopt best practices for performance management by learning how to build a job description, plan and facilitate performance reviews, and avoid common mistakes. Gain hands-on practice using the SAP Performance Management tool. Participants are asked to bring a job description to develop or revise in class.

Course Format:

This hands-on workshop includes lecture, computer lab exercises, skills practice, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:

- Identify key responsibilities and outcomes for each employee
- Create SMART goals using both job descriptions and their organization's balanced scorecard
- Develop a strategy for discussing performance expectations
- Identify and provide effective, ongoing performance feedback
- Practice facilitating a performance review
- Recognize common mistakes that managers make when rating performance
- Practice using the SAP tool

CEU Credits: 0.6

DUSON Emerging Leaders
2017 Inaugural Cohort

Transformational Leadership

Facilitator:
Joy Birmingham

Date & Time: (2 Offerings)

Offering 1: (1 day)
October 3, 2017, 8:30 a.m. - 4:30 p.m.

Offering 2: (1 day)
December 5, 2017, 8:30 a.m. - 4:30 p.m.

Location: 402 Oregon St.
Shaner Room

Cost: $130.00

Leaders have the ability to realize strategic and impactful results by leading with inspirational vision, intellectual stimulation, and individual consideration. As a Transformational Leader, you are using an approach that capitalizes on the unique strengths, values, and aspirations that people bring to their workplace by leading in a way that transforms individuals and organizations.

Course Format:

This hands-on workshop includes lecture, pair and triad skills practice, case studies, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:

- Build an understanding of transformational leadership values and competencies
- Develop and articulate a compelling vision
- Learn to inspire and empower individuals for results
- Link participants' vision to strategy and goal setting
- Grow self-awareness regarding current leadership strengths and areas for development

CEU Credits: 0.6

Situational Leadership II

Facilitator:
Joy Birmingham

Date & Time: (2 Offerings)

Offering 1: (1 day)
September 7, 2017, 8:30 a.m. - 4:30 p.m.

Offering 2: (1 day)
October 30, 2017, 8:30 a.m. - 4:30 p.m.

Location: 402 Oregon St.
Shaner Room

Cost: $130.00

Developed nearly a half century ago by Ken Blanchard, Situational Leadership II is a leadership model that every manager can master. The manager must make a commitment to developing each and every direct report.

Course Format:

This hands-on workshop includes lecture, pair and triad skills practice, case studies, and guided small and large group discussions to reinforce the learning.

At the conclusion of the course, participants will be able to:

- Apply the concepts of Situational Leadership II in the workplace
- Articulate a commitment to formal and informal professional development
- Inspire individual employees to apply self-leadership
- Grow self-awareness regarding current leadership strengths and areas for development

CEU Credits: 0.6

Technical Development

Learning and Organization Development is pleased to offer the critical office software skills training that many Duke employees want to master. Participants are offered basic, intermediate, and advanced courses in Microsoft Access, Excel, Outlook, PowerPoint, and Word.

All classes will be held in 406 Oregon St. in one of the computer labs – look for the room schedule on the monitor when you enter, or for the signs at each lab entrance. Srini Iyengar, Senior Technology Partner, can answer any questions you may have regarding our technical offerings. Please call Srini at 919-613-7616 or email him at **srinivas.iyengar@duke.edu**.

COURSE	LEVEL	DATES	TIMES	COST
Word 2013 Level 1	INTRODUCTION	July 27, 2017	8:30 a.m. – 4:30 p.m.	$149
Word 2013 Level 2	INTERMEDIATE	August 22, 2017 November 30, 2017	8:30 a.m. – 4:30 p.m.	$149
Word 2013 Level 3	ADVANCED	September 28, 2017	8:30 a.m. – 4:30 p.m.	$149
Word 2013 Mail Merge Basics	INTRODUCTION	September 13, 2017	2:00 p.m. – 4:00 p.m.	$49
Outlook Mail and Calendar Basics	INTRODUCTION	August 31, 2017	8:30 a.m. – noon	$89
Excel 2013 (No Formulas, Minimum on Printing)	NEW USERS	July 12, 2017	8:30 a.m. – 4:30 p.m.	$149
Excel 2013 Level 1	INTRODUCTION	August 1, 2017 October 3, 2017 November 1, 2017 December 12, 2017	8:30 a.m. – 4:30 p.m.	$149
Excel 2013: Formulas and Function Basics	INTRODUCTION	August 30, 2017 October 18, 2017	8:30 a.m. – 10:30 a.m.	$49
Excel 2013 - Pivot Tables	INTERMEDIATE	August 17, 2017 September 27, 2017 October 17, 2017	8:30 a.m. – 10:30 a.m.	$49
Excel 2013 - Charts & Graphs	INTERMEDIATE	August 17, 2017	2:00 p.m. – 4:00 p.m.	$49
Excel 2013 Level 2	INTERMEDIATE	August 16, 2017 October 12, 2017 November 21, 2017	8:30 a.m. – 4:30 p.m.	$149
Excel 2013: Formulas and Functions	INTERMEDIATE	August 30, 2017 October 18, 2017	2:00 p.m. – 4:00 p.m.	$49
Excel 2013 Level 3	ADVANCED	September 14, 2017	8:30 a.m. – 4:30 p.m.	$149
Access 2013 Level 1	INTRODUCTION	July 19 & 20,2017 August 9 & 10, 2017 September 19 & 20, 2017 December 6 & 7, 2017	8:30 a.m. – 4:30 p.m.	$285

continue on page 24

COURSE	LEVEL	DATES	TIMES	COST
Access 2013 Querying Basics	INTRODUCTION	October 19, 2017	1:00 p.m. - 4:30 p.m.	$89
Access 2013 Importing Data from Excel		September 27, 2017	2:00 p.m. - 4:00 p.m.	$49
Access 2013 Level 2	INTERMEDIATE	October 4 & 5, 2017 November 28 & 29, 2017	8:30 a.m. - 4:30 p.m.	$285
Access 2013 Level 3	ADVANCED	November 7 & 8, 2017	8:30 a.m. - 4:30 p.m.	$285
Access 2013 Boot Camp (Pre-Req: Access Level 1)	BOOT CAMP	October 24, 25, & 26, 2017 (3 days)	8:30 a.m. - 4:30 p.m.	$399
Adobe Photo Shop 1	INTRODUCTION	October 10 & 11, 2017	8:30 a.m. - 4:30 p.m.	$285
PowerPoint 2013 Level 1	INTRODUCTION	July 26, 2017 September 6, 2017	8:30 a.m. - 4:30 p.m.	$149
PowerPoint 2013 Level 2	INTERMEDIATE	August 24, 2017 November 2, 2017	8:30 a.m. - 4:30 p.m.	$149

Please note: These classes are taught on PC/Windows. Mac users are encouraged to consider their familiarity with the Windows operating system before attending these courses.

Certificates of Excellence

Learning & Organization Development's certificate programs are the perfect way to thoroughly explore the depth and breadth of a particular subject area. Core workshops within each program are designed to help maximize your success through the introduction of new skills and knowledge. With a focus on leveraging your current experience and understanding, while also providing you with additional insight and perspective, core workshops help prepare you to get the most from your professional development, growth, and success.

Certificate program elective requirements (where applicable) can be met by choosing from any of Learning and Organization Development's (L&OD) Professional Development sessions. This flexibility allows you to design a highly personalized learning program. With the wide variety of workshops currently available, and with new workshops being added each year, it will be easy to choose from a multiplicity of offerings, making your professional development a high priority.

Choosing to pursue one of L&OD's certificate programs demonstrates to your leaders and your colleagues an ongoing interest in, and commitment to, continuous learning and professional growth. When considering which certificate program may be right for you, we encourage you to discuss the options and your career development interests with your manager or supervisor.

Sign up in the Learning Management System (LMS) today!

Professional Development Excellence Certificate Opportunities

Learning & Organization Development has partnered with teaching and research faculty, administrative faculty, and industry-leading training providers to offer a comprehensive variety of ongoing professional development workshops and seminars. These programs are designed to provide Duke employees with highly engaging opportunities to increase core business knowledge and develop critical professional skills.

Professional Development Excellence Certificate opportunities are open to all Duke employees and are available in several disciplines based on specific area(s) of professional responsibility. Certificate tracks include both core requirements and elective requirements. There is no requirement that you complete a certificate in a certain amount of time; however, we encourage you to take at least two courses each year until it is completed.

- Chosen courses must be at least one-day-long Instructor Led Courses
- The participant's manager/supervisor should be involved in the identification and selection of at least one of the elective workshops
- Completed workshops will be credited toward the Certificate Program identified by the participant
- Completed workshop electives cannot be used to meet elective qualifications for multiple certificates
- You may use any core workshop to meet elective requirements for your specific L&OD certificate; however once workshops are used as electives, they may not be used again in another certificate

Professional Development Excellence Certificates

Certificate	L&OD Core Requirements	L&OD Elective Requirements
NEW **Administrative Assistant of Excellence (Level 1)**	1. Be a Star Achiever 2. Star Achieving Techniques 3. Building Star Partnerships 4. Reaching Stardom	Any 2 non-technical L&OD courses
NEW **Executive Assistant of Excellence (Level 2)**	1. Be a Shining Star 2. Give a Stellar Performance 3. Stellar Collaborator 4. Future Focused Star Performer	Any 2 non-technical L&OD courses
Training Excellence	1. The Basics of Training 2. Designing Training 3. Instructor Led Training & Platform Skills	Any 3 non-technical L&OD courses*
Customer Service Excellence	1. Winning Clients and Influencing People (Formerly Customer Service Excellence) 2. Communicating with Diplomacy & Tact 3. Conflict Resolution	Any 3 non-technical L&OD courses
Supervisory Excellence	1. Moving from Peer to Supervisor 2. Keys to Supervisory Success 3. Fundamentals of Coaching	Any 3 non-technical L&OD courses
Leadership Excellence	1. Managing from the Middle 2. Leader as Coach 3. Leading with Emotional Intelligence 4. Dimensions of Management for Successful Leaders	Any 4 non-technical L&OD courses
Technical Excellence	Any six full days of computer courses, including at least two levels of training in each of two different desktop applications	

* One of these three electives must be Online Facilitation Training or Designing E-Learning Modules. Additional courses, which address unique training methodologies, may be added each year.

CHART YOUR PROGRESS TOWARD

Professional Development Excellence!

Use the table below to begin tracking your professional development training accomplishments. Remember to check your LMS transcripts for a list of previously completed L&OD workshops. The Train-the-Trainer Planner is located on the next page.

Progress Chart					
Requirements	**Customer Service Excellence (3 core + 3 electives)**	**Supervisory Excellence (3 core + 3 electives)**	**Leadership Excellence (4 core + 4 electives)**	**Administrative Assistant of Excellence (Level 1)**	**Executive Assistant of Excellence (Level 2)**
Core #1	Customer Service Excellence	Moving from Peer to Supervisor	Leader as Coach*	Be a Star Achiever	Be a Shining Star
Core #2	Communicating with Diplomacy & Tact	Keys to Supervisory Success	Leading with Emotional Intelligence	Star Achieving Techniques	Give a Stellar Performance
Core #3	Conflict Resolution	Fundamentals of Coaching**	Managing from the Middle	Building Star Part-nerships	Stellar Collaborator
Core #4	n/a	n/a	Dimensions of Management for Successful Leaders	Reaching Stardom	Future Focused Star Performer
Elective #1					
Elective #2					
Elective #3					
Elective #4	n/a	n/a			

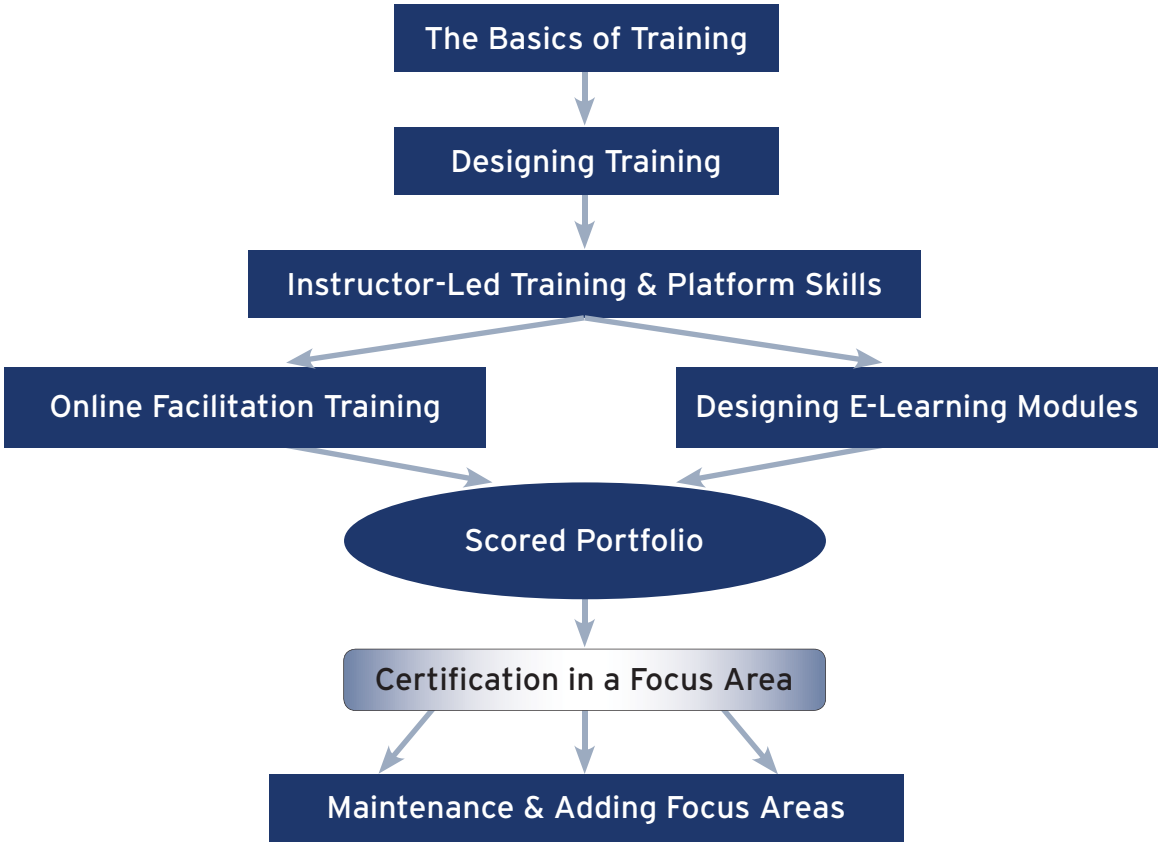
LMS transcripts must show professional development activity completed after January 1, 2013.

* The prerequisite for Leader as Coach is Fundamentals of Coaching.

** Fundamentals of Coaching should not be used as one of your electives for the Leadership Excellence Certificate if you also want to complete the Supervisory Excellence Certificate in the future.

SPECIAL REQUEST: Please go to the Learning Management System (LMS) and complete the ***Notification of Intent***. This alerts L&OD staff of your interest in a specific certificate program. This notification is in no way binding for the participant or the L&OD staff. When you believe you have completed all requirements for a certificate, please contact the L&OD staff.

Training Excellence Certificate Program



We strongly encourage participants in the Training Excellence Certificate Program to join the Duke Professional Development Trainers' Network, which was kicked off in 2015. Please see the information on page 27.

Progress Chart

Requirements	Core Classes	Electives*	Scored Portfolio Project**
Core #1	The Basics of Training	Online Facilitation Training or Designing E-Learning Modules	Please contact Joy Birmingham for details
Core #2	Designing Training		n/a
Core #3	Instructor-Led Training & Platform Skills		n/a

* One elective must be Online Facilitation Training or Designing E-Learning Modules and two other electives can be any L&OD courses that would help you as a trainer.

** A scored portfolio is the design of an online class, instructor-led class, a virtual training, or a webinar. The participant has full ownership of all designs/lesson plans, etc. L&OD will guide you in successfully completing the scored portfolio.

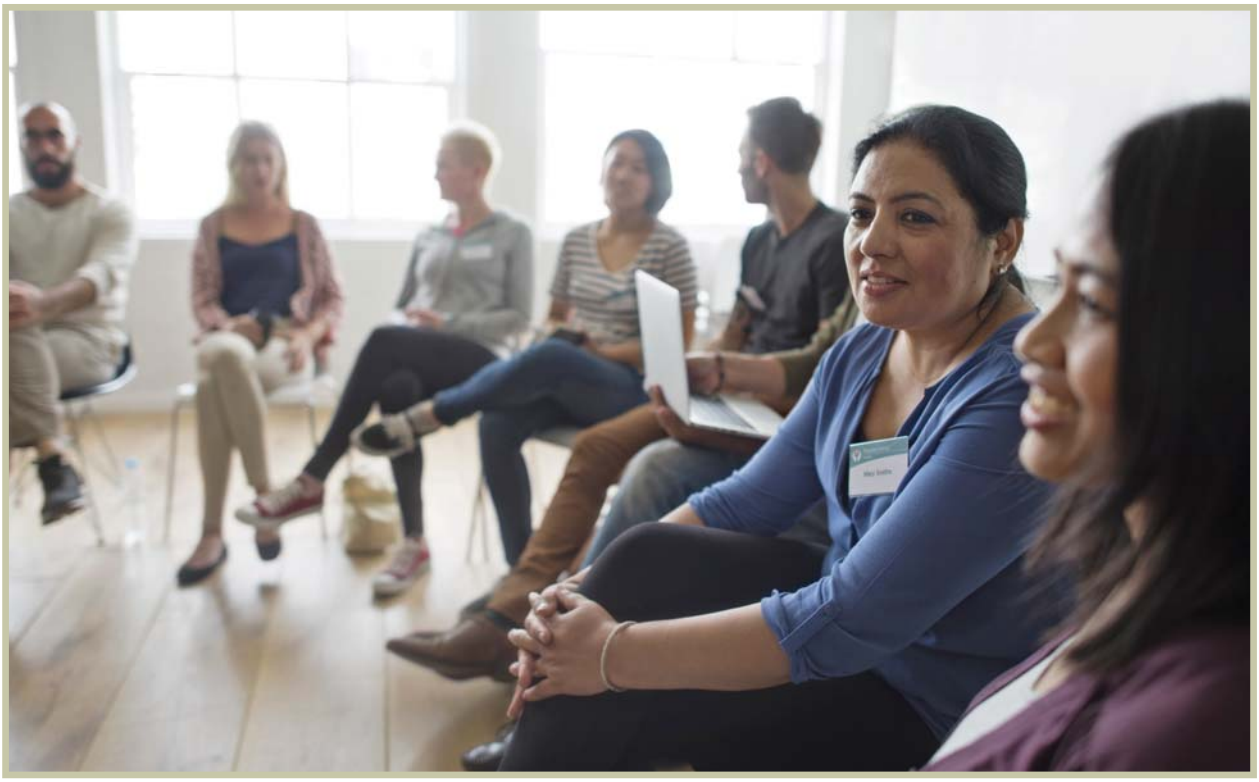
Professional Development Trainers' Network (PDTN)

This Network consists of Duke University and Health System faculty and staff who are responsible for developing and/or professional development or educational programs within their departments or to the Duke community. Members of the Network come together to identify and promote professional development opportunities and resources for trainers, educators, and facilitators.

As a community of practice 60+ members strong, we will gather to share best practices in training and design, as well as current trends in learning and professional development. We would be delighted to have you join us on the following dates and times:

DATE	TIME	LOCATION
August 25 Friday	12:00 – 1:30 p.m. A light lunch will be served to those who RSVP by close of business on Monday, August 21, 2017.	402 Oregon St., Shaner Room
September 25 Monday	8:00 – 9:30 a.m. A light breakfast will be served to those who RSVP by close of business on Thursday, September 21, 2017.	402 Oregon St., Shaner Room
December 15 Friday	12:00 – 1:30 p.m. A light lunch will be served to those who RSVP by close of business on Monday, December 11, 2017.	402 Oregon St., Shaner Room

If you would like to join our mailing list, please contact Joy Birmingham at **joy.birmingham@duke.edu**. If you have any questions or would just like to know more, please call Joy at 919-613-7626.



Advanced Development for Duke's Managers and Leaders

Duke Leadership Academy

The Duke Leadership Academy offers emerging leaders from across the university the opportunity to participate in a unique 12-month development initiative based on the Fuqua/Coach K Center on Leadership & Ethics (COLE) leadership model. The curriculum includes a focus on leadership and management styles and behaviors to implement strategy.

Participation in the program is highly selective and based on nominations by Duke's vice presidents and deans. Those selected to participate learn from senior-level leaders and stakeholders at Duke. Learning takes place in the classroom, through 360° assessments, practical application, and coaching.

Benefits for Participants

- Enhance awareness of leadership competencies
- Strengthen leadership competencies and skills
- Gain access to thought leaders from across the university
- Practice giving and receiving behavioral feedback
- Create an individual leadership development plan
- Learn best practices for assessing and developing talent
- Address real issues facing Duke
- Network with other talented rising leaders who have also been recognized for their strong potential
- Enjoy collegial participation in a university program
- Increase engagement and commitment to Duke

Duke Leadership Academy – Class of 2014

Guide to Managing at Duke

Guide to Managing at Duke is a three-day program that prepares and equips Duke University and Duke University Health System managers to meet changing strategic, operational, and work culture objectives through effective managerial practices. Built on the Situational Leadership II Model, program participants will develop and enhance skills and perspectives that are essential for managers and leaders. This is accomplished using interactive skill practice, engaged discussion, and other learning methods as we work through the human resources cycle:

- Recruitment and selection
- Onboarding
- Performance management
- Building a positive work culture
- Diversity and inclusion
- Managing change

Schedule & Registration:

1. Approval from department leadership is required; please first consult with your supervisor/manager.
2. Please contact the HR representative for your area to find out when the next Guide to Managing at Duke is scheduled. You may also contact Michelle Jones at Learning & Organization Development, **michelle.jones@duke.edu** or (919) 613-7600.

Additional Recommended Training for New Supervisors*

Technical/Systems (First 0-3 months)	Supervisory Skills & Knowledge (First 0-12 months)	Continuous Learning Opportunities
BrassRing Applicant Tracking Software	Guide to Managing at Duke	Dimensions of Management
Performance Management Tool in SAP	Keys to Supervisory Success	High Performing Teams
Excel	Fundamentals of Coaching	Leader as Coach
Access	Building Trust in the Workplace	Managing Effective Meetings
Workplace Safety and Workers' Compensation for Supervisors & Managers	Leading with Emotional Intelligence	Managing from the Middle
Managing a Diverse Workforce	ADA Building Blocks	Personality and Effective Communication
Documenting Employee Performance	Navigating Change in the Workplace	Transformational Leadership
Implicit Bias in Hiring Decisions	Managing a Diverse Workforce	Project Management 1
ADA Building Blocks	Workplace Safety and Workers Compensation for Supervisors and Managers	Project Management 2

***Please note:** This is a partial list of suggested training topics. It is important to discuss specific requirements with your supervisor. Topics/titles listed above are available upon request and/or are regularly offered through L&OD open registration.

TRANSFORMATION

Improve your team

ORGANIZATION DEVELOPMENT & CONSULTING SERVICES

The first step in engaging our services is to contact a member of our team for an initial consultation. If you're not sure what you need, that's okay – **that's why we're here**.

Our philosophy is to facilitate organizational transformation, partnering with you in a way that keeps you engaged in the process and provides you with the knowledge and skills to support ongoing development once we conclude our work together.

For more details about any of these services, please visit:

hr.duke.edu/training/consulting-organization-development

or contact the Assistant Vice President of Learning & Organization Development, Keisha Williams, at 919-613-7600, to schedule an initial consultation.

TRANSFORM YOUR WHOLE ORGANIZATION

- Advancing organizational climate
- Customized learning workshops
- Executive & leadership coaching
- Focus group facilitation
- Leading & navigating change
- Meeting facilitation
- Process improvement
- Strategic planning
- Survey design & administration
- Team effectiveness

Every organization is a system – a system of people working together to achieve common goals. These goals may include production goals, service commitments, research and development targets, and/or educational objectives. Development strategies come with challenges to both leaders and teams: goal development and buy-in, role definition, process management, defining and implementing policies and procedures, and building and sustaining productive relationships. We partner with you to identify and implement robust solutions that will increase your organization's overall effectiveness.

You may be looking to lead your team or department to a new level of strategy and functioning. Maybe you are experiencing challenges and are unable to identify the root cause of the problem. Perhaps you see a new opportunity on the horizon, and you need everybody on board to pursue it.

Whatever your needs, we will work with you to systematically identify the strengths and opportunities in your organization and develop a customized solution designed to best address your situation and goals. We provide guidance and resources at each step along the way.

Organization Development & Consulting Services

Learning and Organization Development (L&OD) focuses on developing, improving, and sustaining organizations and teams. Our experienced practitioners consult with you and assess your needs, and then research, design, deliver, and evaluate learning solutions. Our areas of expertise include strategic planning and implementation, retreat design and facilitation, change management, competency development, team development, performance improvement, and organization assessments.

Strategic Planning & Implementation

Gain a deep appreciation for the components of strategic planning and implementation in order to achieve strategic results. Develop leaders' knowledge, skills, and behaviors so you can effectively utilize key components of strategic planning for best results: external environment, strategic intent, innovation, business model, processes, organization design, workforce talent, and culture.

Retreat Design & Facilitation Around Organizational Priorities

Partner with managers and teams to achieve objectives and optimize results through designing, facilitation, and evaluating the retreat.

Change Management

Collaborate with teams and organizations to design, develop, and deliver a change management and leadership plan to respond to external or internal changes impacting the team or organization.

Competency Development

Partner with managers to identify required core competencies (knowledge, skills, and behaviors) for individuals to achieve business and organizational goals.

Meeting Facilitation

Partner with managers in their planning sessions for important upcoming meetings, and when the stakes are high, we facilitate the session allowing you to fully participate.

Customized Workshops

Adapt open enrollment classes or create new workshops for teams, departments, or entities – optimizing the time teams are away from work.

Executive & Leadership Coaching

Organization-wide concerns, as well as individual customer needs, brings significant responsibility. Partner with executives and leaders to ensure success no matter the goal.

Organization Assessments

Understand and apply tools such as interviews, focus groups, surveys, and assessments to identify and address key issues and opportunities for improving your team, department, or organization.

Assessment Options

Myers-Brigg Type Inventory© - an introspective self-report questionnaire designed to indicate psychological preferences in how people perceive the world around them and make decisions.

Everything DiSC – a behavior assessment tool based on the DiSC theory which centers on four different behavioral traits. This assessment also can target specific audiences, i.e. Workplace, Leadership, Sales and Teams.

Fundamental Interpersonal Relations Orientation (FIRO-B)™ - explains human interactions based on three main interpersonal needs: affection, control, and inclusion.

StrengthsFinder© - personal assessment that identifies a person's dominant talent themes out of 34 distinct patterns.

EQ-i and EQ 360© – an assessment that reveals strengths and opportunities in five areas of emotional intelligence: self-perception, self-expression, interpersonal, decision making, stress management.

Dimensions of Leadership 360© – this assessment allows the participant to receive feedback from people they interact with at varies levels. The assessment focuses on 13 areas of leadership effectiveness.

Campbell Leadership Indicator™ - provides feedback to an individual about personal characteristics that are directly related to the nature and demands of leadership.

5 Dynamics – we all approach "work" in a particular way, which reflects what we focus on, how we use our time, what we don't focus on, optimize, de-optimize, involve others, etc. The assessment shows individuals and teams how to get work done using everyones strengths.

High Performing Teams Assessment – Patrick Lencioni's book, Five Dysfunctions of a Team, helps individuals and teams understand team dynamics. The assessment helps teams understand where they are on the road to High Performance.

Thomas-Kilmann Conflict Indicator – The Thomas-Kilmann Conflict Indicator helps individuals understand how they handle conflict.

VOICES 360 – VOICES is Korn Ferry's research-based and experience-tested solution for delivering 360° feedback that helps career-minded people to succeed.

Change Style Indicator® – Change Style Indicator® is a leadership assessment designed to measure an individual's preferred style in approaching and addressing change.

Influence Style Indicator – Gaining awareness about our own influencing style and those of others is especially critical in light of today's fast-paced and stressful work environments.

Decision Style Profile – The Style View Assessment - Decision making styles are habits of thinking that we all form through experience.

Emerging Leadership 360 profile – This leadership survey is an outgrowth of an extensive search for an appropriate tool for new or high-potential leaders.

Paper Planes Simulation® – Paper Planes, Inc.® helps participants experience the powerful effects of system re-engineering and process improvement, gain first-hand knowledge about the cost and waste inherent in a dysfunctional system, recognize barriers to change, develop new paths to continuous improvement, see the impact of redesign and re-engineering on quality, perceive the critical connection between systems thinking, total quality, and customer orientation.

Paper Scrapers Simulation® – Paper Scrapers® is a fun, structured, small team experience for the exploration of individual and team approaches to project development, design and implementation. From the simulation, participants learn the value of creativity, planning, implementation and selling a project.

Discovery Leadership 360 Profile – ThIS comprehensive 360 assessment provides insight into an individual's leadership strengths and challenges from the perspective of peers, bosses, direct reports and others.

Fees

The initial consultation is provided at no cost to you. After our consultation, if you decide to engage our services, our fee is $150 per hour. Although we are a fee-for-service operation, as an internal department serving the greater Duke community, our fees are priced well below market value as compared to external providers offering similar services. In addition, you will benefit from working with professionals who are not only well-versed in the field of organization development and effectiveness, but are also familiar with the operation of higher education and health systems.

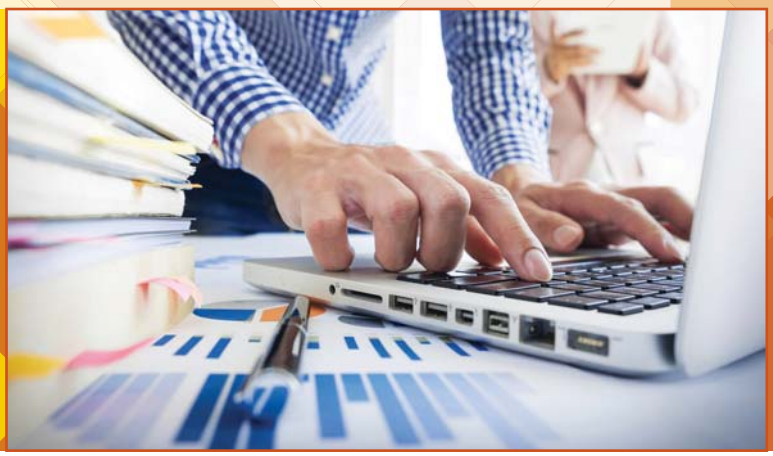
Contact Us

L&OD has worked with more than 100 departments and administrative units from across Duke University and Duke University Health System. All services are customized to meet the specific needs of your organization. The first step in engaging our services is to meet with a member of our team to discuss your situation and goals. If you are not sure what you need, that's okay - that's why we're here. We will discuss the challenges or opportunities you have identified and recommend a plan to achieve your goals by utilizing our research-based resources and proven consulting services. Please contact:

Keisha P. Williams, MPA
Assistant Vice President,
Learning and Organization Development
(919) 613-7600
keisha.williams@duke.edu

INFORMATION

Find what you need



ADDITIONAL RESOURCES

Benefits

Retirement Planning

Duke offers some of the most competitive retirement plans in the country. To learn more about them, consider watching recordings of some of the Duke-sponsored retirement planning workshops, which are offered every May. These workshops cover an array of topics including:

- Information about the Employees' Retirement Plan (ERP) and Faculty and Staff Retirement Plan (403b plan) offered to eligible Duke University and Health System employees
- Selecting income options in retirement, Social Security rules, and tips on estate planning
- Strategies for saving and investing to meet your goals

The online workshops can be found on the Human Resources website
hr.duke.edu/benefits/finance/financial-fitness/presentations

Disability Management System

ADA Building Blocks

The ADA Building Blocks training course explains the basic requirements of the Americans with Disabilities Act in simple, understandable terms. This introductory course is designed to help increase your knowledge and understanding of the basic principles and core concepts in the ADA and the ADA Amendments Act of 2008 (ADAAA). Some concepts in the ADA Building Blocks program will include:

- Increasing numbers of persons with disabilities in our workforce
- Impairments and restrictions on major life activities
- Essential job function analysis
- The reasonable accommodation process; reassignment as a reasonable accommodation
- The hiring process and assisting applicants with disabilities
- Service animals in the workplace
- Intersection of FMLA/ADA/workers' compensation Disabilities

Offering 1	September 22, 2017	9:00 am - 11:00 a.m.	402 Oregon St., Shaner Room

Office for Institutional Equity

Managing a Diverse Workforce

This workshop equips supervisors with the skills to effectively manage a diverse workforce. Through academic resources, self-assessment and practical application, participants will learn how they respond to workforce diversity and where increased understanding is needed:

Objectives:

- Explore multiple dimensions of academic diversity
- Build conversational skill sets related to multicultural and intercultural competence
- Uncover the correlation between diversity aspects
- Create an open and safe space to discuss diversity and inclusion
- Deepen awareness of multicultural and intercultural development
- Build capacity for sustaining diversity and inclusion efforts and initiatives in the workforce

Offering 1	August 21, 2017	8:30 a.m. – noon (3.5 hrs)	402 Oregon St., Shaner Room

CultureVision

CultureVision is a database that gives health care professionals access to culturally competent patient care. It is available to health care professionals when culture-specific questions arise about patients. CultureVision is available throughout the Duke University Health System and is organized and led by the Office for Institutional Equity.

Offering 1	September 26, 2017	10:00 a.m. – noon	406 Oregon St., Room 101
Offering 2	December 5, 2017	10:00 a.m. – noon	406 Oregon St., Room 101

Professional Development Institute

The Professional Development Institute (PDI) within HR Recruitment provides tailored development programs that foster career growth, preparing individual Duke employees from targeted employee groups for entry-level support positions or first-time supervisory positions. Professional development specialists also help staff who aspire to be promoted or to transfer into new opportunities. The Institute offers a variety of services and programs for Duke employees, including the following workshop.

Your Career at Duke

This workshop includes three one-hour sessions held on three separate evenings. First, we will explore **"Conducting an Effective Job Search at Duke."** An active job search is much more than a resume posted online at **hr.duke.edu/jobs**. Understanding job descriptions, networking, and how to identify the right jobs are keys to being successful in your search. Next we will examine **"Recruitment and Transfer Processes"** here at Duke as they pertain to current Duke employees. Finally, we will look at **"Resumes at Duke: Facts and Myths,"** and we will coach you on techniques for writing a strong resume. After the last session, you may visit the HR website to schedule an appointment with a Professional Development Specialist. **You must attend all three sessions within Offerings 1 or 2.**

Offering 1	August 3, 10, 17, 2017	5:30 – 6:30 p.m. (1 hr)	705 Broad St. Conf. Room 03
Offering 2	November 2, 9, 16, 2017	5:30 – 6:30 p.m. (1 hr)	705 Broad St. Conf. Room 03

Recruitment

BrassRing Applicant Tracking Software

Learn the basics of the BrassRing Applicant Tracking System. Recruitment will take you through the steps, providing tips on managing requisitions and applicants to expedite your hiring. This offering is designed for both managers and administrative staff responsible for using the online system.

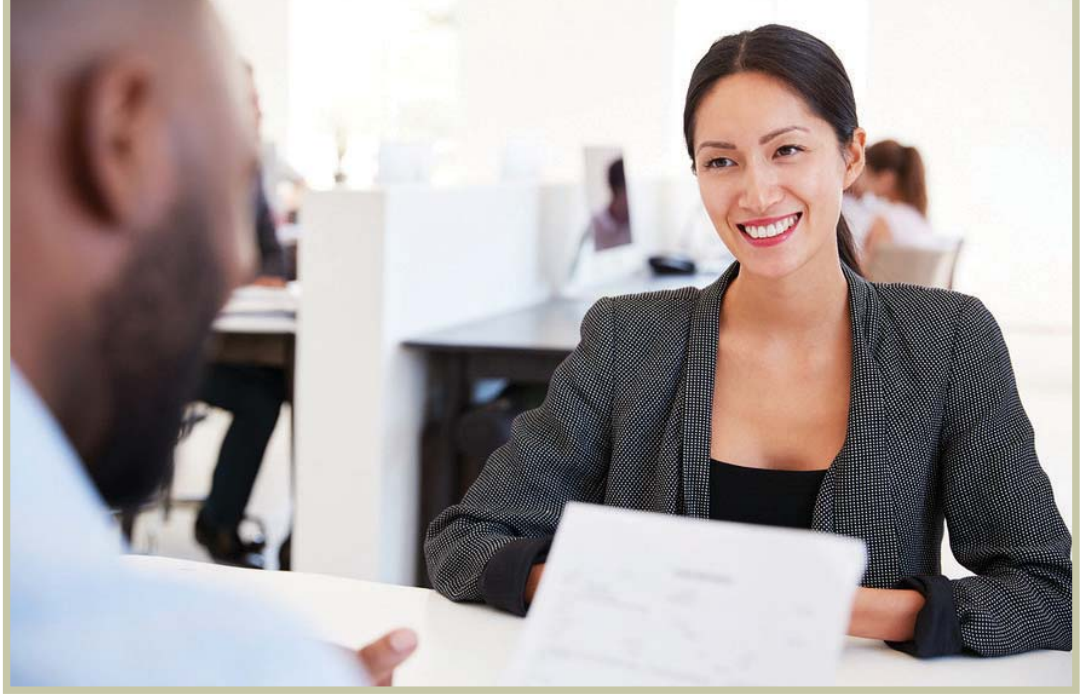
Offering 1	August 18, 2017	8:30 – 10:30 a.m. (2 hrs)	406 Oregon St., Lab 101
Offering 2	November 17, 2017	8:30 – 10:30 a.m. (2 hrs)	406 Oregon St., Lab 101

Employment Best Practices

Hiring the best people and managing them well is a key competency of effective managers/supervisors. Discover how to evaluate candidates legally and fairly, and learn the essentials of the recruiting process from planning to onboarding, ensuring your department's success. First, we will review Duke's harassment and non-discrimination policies and then discuss the context for each. We will also discuss useful strategies for responding to harassment concerns. Second, we will explore the five phases of the recruitment and hiring process:

- Phase I — the preparation step
- Phase II — starting recruiting activities
- Phase III — assessing the candidates
- Phase IV — evaluation and assessments
- Phase V — completing the hire & onboarding

Offering 1	August 4, 2017	8:30 a.m. – 12:30 p.m. (4 hrs)	402 Oregon St., Shaner Room
Offering 2	November 3, 2017	8:30 a.m. – 12:30 p.m. (4 hrs)	402 Oregon St., Shaner Room



Career-Track Programs

- **Financial Certification Programs:** a career development initiative for employees with financial responsibilities that offers training in different certification tracks.
  finance.duke.edu/training/fcp/
- **Duke ProComm:** a professional development program designed for and by Duke communication professionals; includes job skills, manager and leader tracks.
  sites.duke.edu/procomm/
- **Research Administration Academy:** a certification program for grant managers that reviews research administration principles and provides hands-on grant management training.
  finance.duke.edu/research/training/certificate/raa/

Other Development Programs

- **New Staff Orientation:** an essential part of the onboarding process for new and transferring employees, which provides an overview of the organization, employment expectations and Duke's benefits.
  hr.duke.edu/managers/new-staff-orientation
- **Employee Development Initiative:** a funded program supporting the professional development of employees at Duke University Hospital.
  intranet.dh.duke.edu
- **Toastmasters Clubs at Duke:** Duke-affiliated clubs that provide instruction and skill development to help people speak effectively, organize and conduct meetings, and motivate others.
  hr.duke.edu/training/programs/toastmaster

Other Resources, Classes & Workshops

- **Lynda.com Online Training:** Available for free through Duke's Office of Information Technology (OIT), Lynda.com offers free access to 80,000 video tutorials on hundreds of technology topics and soft skills such as professional networking. New courses are added every week.
- **Duke Credit Union Financial Seminars:** Online resources listed under "Financial Education" tab
- **Duke Continuing Studies:** offers more than 200 non-credit courses and workshops ranging from the purely academic to the practical for both personal enrichment and career development
- **OIT Technology Training:** offers both free pre-scheduled technology seminars and OnDemand Training to support Duke academic needs and assist the university community in using OIT-specific tools
- **Occupational and Environmental Safety Office (OESO) Training:** required online compliance trainings (Integrity in Action, HIPAA, etc.) and safety trainings (fire, radiation, ergonomics, etc.)
- **Financial Services Training:** training in financial systems and processes (SAP, iForms, etc.)
- **Immigration & Visas (Duke Visa Services):** workshops provide critical skills for Duke staff who manage the immigration/visa process for foreign faculty, staff, scholars, and other visitors coming to Duke
- **Medical Center Library Users:** presented by the Medical Center Library and held at the Medical Center Library computer classroom, Room 104
- **Environmental Sustainability:** workshop provides materials and skills necessary to "green" your office
- **iTunes U:** multimedia recordings of speeches, lectures, and other professional development opportunities
- **Durham Technical Community College** and **North Carolina Central University** offer a wide range of classes available to Duke Employees

Contact Us

Duke Human Resources
Learning & Organization Development
402 & 406 Oregon Street
Phone: 919-613-7600 • Fax: 919-613-7620

hr.duke.edu/training/course-offerings

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Practitioner

Notes

Keep up with career and professional development resources and stories in Working@Duke and on Duke Today.

today.duke.edu/working

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