



## UNIVERSITY OF SOUTHERN INDIANA

UNIVERSITY OF  
SOUTHERN INDIANA  
OUTREACH AND  
ENGAGEMENT

# CAREER DEVELOPMENT

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### 2012-2013 STAFF COURSE SCHEDULE

#### Professional Development Certificate Program

Outreach and Engagement is pleased to present the next class in the professional development certificate program for support and administrative staff this fall. Initiated by Staff Council, the professional development certificate program is designed to help staff members enhance skills and knowledge for increased job satisfaction, more effective performance, and career development.

The program consists of 20 hours of core courses and 10 elective hours. The core courses include: leadership effectiveness, effective communication, time management, team building, and customer service basics. Each year the electives will change but will include topics such as: business writing, conflict resolution, adapting to change, project management, presentation skills, and the option of any Outreach and Engagement noncredit public computer class.

Participation requires dean or director approval and preference will be given to staff members with one or more years of service and full-time (75%+) status. The certificate is designed to benefit all types of support positions – office, custodial, security, and other service and technical positions – as well as entry- to mid-level administrator positions.

There will be a form in Outlook to register for the program. When the form is available, we will send out more information on the registration process.

#### ELIGIBILITY

- Support staff or administrator
- Approval is required from your director or dean.
- Preference will be given to staff members with one or more years of service and full-time (75%+) status. A larger number of seats will be available for support staff because of the larger size of the group. (20 seats will be reserved for eligible support staff and 5 seats for administrators. If seats are available one week before the class begins then it will be open to employees on a first come, first served basis.)
- The program can accommodate up to 25 participants; if more apply, the applications will be taken on a first come-first served basis, subject to the preferences described above.

#### PROGRAM COMMITMENT AND CLASS AVAILABILITY

## FAQ

- Participants must commit to the full ten-month program which consists of three or four hours per month for a total of thirty hours over the ten-month period.
- If a class is not filled by those who made a program commitment, that individual class will be available on a first come-first served basis to any staff member who wishes to take it.
- Participant will attend a one-hour orientation session at the beginning.

### **CERTIFICATE**

To earn the certificate, all thirty hours must be completed. If a course is missed, it may not be available until the next academic year.

### **REGISTRATION PROCESS**

A form has been created in Outlook, called "Prof. Development Certificate Pgm". To get to this form, go into Outlook to the "Tools" drop down and select Forms > Choose Form> Select Prof. Development Certificate Pgm and click Open. Click on this [link](#) to view detailed instructions on how to complete the form.

If you have Outlook 2010, then to get to forms go to Home > New Items> More Items> Choose Form.

If you are a MAC user, [click here](#) for registration instructions.

[Click here for for Course Descriptions](#)

<b>Registration Period September 7-20 ONLY</b>			
<b>Course Title</b>	<b>Date</b>	<b>Times</b>	<b>Location</b>
Kick-off	September 25, 2012	noon – 1 p.m.	JC 2217 & 2218
Effective Communication	October 23, 2012	8 a.m. – noon	JC 2217 & 2218
Leadership Effectiveness	November 27, 2012	8 a.m. – noon	JC 2217 & 2218
Customer Service Basics	December 11, 2012	8 – 11 a.m.	JC 2217 & 2218
Team Building	January 22, 2013	8 a.m. – noon	JC 2217 & 2218
Business Writing	February 19, 2013	8 a.m. – noon	JC 2217 & 2218
Getting Things Done	March 26, 2013	8 a.m. – noon	JC 2217 & 2218
Adapting to Change	April 23, 2013	8 a.m. – noon	JC 2217 & 2218
Conflict Resolution	May 21, 2013	8 a.m. – noon	JC 2217 & 2218
Problem Solving	June 25, 2013	8 a.m. – noon	JC 2217 & 2218
Creative Thinking	July 30, 2013	8 a.m. – noon	JC 2217 & 2218
Cultural Awareness	August 6, 2013	8 a.m. – noon	JC 2217 & 2218

Blue – Core classes

Black – Electives (pick three or four courses, minimum of ten hours). Any computer application course at least three hours long and taken after the program begins may be used for one elective.

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### **See who has already completed the certificate program**

Charlene Kaufman, Outreach and Engagement  
 Chris Jines, Career Services and Placement  
 Shannon Hoehn, Instructional Technology Services/Distance Education  
 Susan Todd, Graduate Studies  
 Cindi Kueber, Outreach and Engagement  
 Heather Odom, College of Nursing and Health Professions  
 Lisa Wilson, College of Science and Engineering  
 Bobbie Brown, Outreach and Engagement  
 Jason Guerin, Instructional Technology Services/Distance Education  
 Terry Martin, College of Science and Engineering  
 Diana Rumsey, Counseling Center  
 Melissa Burch, Housing and Residence Life  
 Judy Cundiff, Medical Education