

January — June 2009 Workshop Schedule

My Development.

My Career.



Duke Human Resources  
Learning & Organization Development  
402/406 Oregon Street • 919.613.7600 or 7613  
hrlodregistration@duke.edu • [www.hr.duke.edu/train](http://www.hr.duke.edu/train)

L&OD workshops begin January 21! Register online today: [www.hr.duke.edu/train](http://www.hr.duke.edu/train)

# DUKE HUMAN RESOURCES

## Learning & Organization Development

Learning & Organization Development (L&OD) exists to support and advance individual, team, and organization performance effectiveness to enable the achievement of goals and objectives of Duke University and Duke University Health System. In executing its mission, L&OD provides learning offerings and organization development consulting and coaching. L&OD also supports large-scale implementations, e.g., Work Culture Survey, Managing at Duke, Leading at Duke, the Women's Initiative, and Pay and Performance. We are here to serve and support you. Please contact us at:



613-7600 or 613-7613 • [hrlodregistration@duke.edu](mailto:hrlodregistration@duke.edu) • [www.hr.duke.edu/train](http://www.hr.duke.edu/train)

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# COMPUTER TECHNOLOGY

These workshops provide Duke employees with desktop application skills from beginning to advanced levels. Workshops are listed by category, and are held in our computer labs at 406 Oregon Street in Durham.

- *Introduction to Windows & File Management* or equivalent knowledge is required for all other workshops.
- Level 1 workshops or equivalent knowledge are required for level 2 sessions, and level 2 skills are required for level 3 sessions.

To determine the most appropriate workshop, please check your skills against the detailed lesson plans posted at our website. (Once you find the brief class description, click the workshop title one more time.) If you are proficient in at least 90% of the topics from one level, you are likely to do well in the next higher level. If you are unsure which level is best, please contact Srinu Iyengar at 613-7616.

## Computing For New Users

New to the world of computers? There are a few core workshops that will help you understand the equipment, the operating environment, and the basic software most frequently used in business. We recommend the following:

- ▶ *Introduction to Windows & File Management*
- ▶ *Word 1*
- ▶ *Excel For New Users*
- ▶ *Lotus Notes Mail*
- ▶ *Lotus Notes Calendar*

These workshops provide the information, skills and practice necessary to help you become a competent, confident new user. You will also have an excellent foundation for building your skills further.

### Introduction to Windows & File Management

- 1) *January 21, 8:30 - 4:30 • \$89*
- 2) *February 19, 8:30 - 4:30 • \$89*
- 3) *March 26, 8:30 - 4:30 • \$89*

Are you a new computer user? Or self-taught? This full-day session (at the half-day price!) covers a broad range of topics, fills in gaps to provide a solid knowledge base, and increases your confidence. Learn about computer hardware and peripherals and discover how to use many of the features in Windows XP software. Explore techniques of electronic file/folder management necessary for effectively working with the Microsoft Office Suite or with any software program.

**Just need to learn  
a specific task or operation—  
not the whole software program?**

**Look for our two-hour Power Sessions;  
a time-saving and cost-effective way  
to add to your skills!**

### Word 1

*March 3, 8:30 - 4:30 • \$149*

In this introductory session, learn how to create documents and then use special functions to edit and format them. Objectives:

- ▶ learn how to create, open, and save documents
- ▶ practice navigating through a large document
- ▶ explore editing tools, and apply and remove formatting from text and paragraphs
- ▶ practice moving and copying text within and between documents
- ▶ learn to create tables and borders, and to insert graphic objects (clip art, watermarks, etc.)
- ▶ discover how to adjust page property settings including margins, page breaks, headers, and footers

*Prerequisite:* Introduction To Windows & File Management or equivalent knowledge.

### Excel for New Users

- 1) *January 27, 8:30 - 4:30 • \$149*
- 2) *March 5, 8:30 - 4:30 • \$149*
- 3) *April 7, 8:30 - 4:30 • \$149*
- 4) *May 13, 8:30 - 4:30 • \$149*

This introductory workshop focuses on understanding and navigating in the Excel environment and examines the most commonly used Excel features. (Formulas, functions, and layout customization will not be covered. *Excel – Functions and Formulas Basics* is the recommended next step.) Objectives:

- ▶ learn how to create, format and save spreadsheets
- ▶ practice entering and formatting text and data, and moving and copying both cells and cell data
- ▶ learn how to add, format, reposition, copy, move, and delete worksheets in the same document
- ▶ learn basic printing functions

*Prerequisite:* Introduction To Windows & File Management or equivalent knowledge.



### Lotus Notes Mail

*February 13, 8:30 - 12:00 • \$89*

Learn how to navigate in and customize the Lotus Notes workspace. Discover how to set email preferences and create, send, answer, and forward email. Explore delivery options and practice attaching documents to your email. Manage your email with color coding, folders, and the “follow-up” feature. Learn how to use the personal and Duke address books, and how to set up group lists. Learn to activate and customize the “Insert Signature” and “Out of Office” functions.

*Prerequisite:* Introduction To Windows & File Management or equivalent knowledge.

### Lotus Notes Calendar

*February 13, 1:00 - 4:30 • \$89*

Learn how to set calendar preferences. Examine various calendar views. Discover how to create, edit, move, and delete appointments and other types of calendar entries. Explore the Meeting functions: creating and managing invitations, processing replies from invitees, and updating invitees about meeting changes. Learn how to find attendees’ available times and how to find the most suitable meeting time. Learn how to print various calendar views and styles.

*Prerequisite:* Introduction To Windows & File Management or equivalent knowledge.

## MICROSOFT OFFICE SUITE versions 2003 and 2007

With version 2007, Microsoft has made major changes to Word, Excel, Powerpoint, and Access software. We are offering two series of workshops about version 2007. We strongly recommend you register only for workshops in the version you are currently using. Workshop offerings in version 2007 will expand as more departments upgrade.

### 1) Transition workshops for *current* Microsoft users:

Re-learn commands and functions you used to know, and explore the new screen, tabs, toolbars, etc. in version 2007.

▶ <b>Excel Transition to 2007</b>	<i>February 19</i>	8:30 - 12:00	\$89
▶ <b>Powerpoint Transition to 2007</b>	<i>March 3</i>	8:30 - 12:00	\$89
▶ <b>Access Transition to 2007</b>	<i>March 17</i>	8:30 - 12:00	\$89

### 2) 2007 workshops for *brand new* Microsoft users:

Learn the same introductory lessons offered in our 2003 level 1 workshops—but in this latest version of the software.

▶ <b>Access 1 (2007)</b>	<i>March 4 &amp; March 5</i>	8:30 - 4:30 8:30 - 12:00	\$199
▶ <b>Powerpoint 1 (2007)</b>	<i>May 12</i>	8:30 - 4:30	\$149
▶ <b>Excel 1 (2007)</b>	<i>June 9</i>	8:30 - 4:30	\$149

## Word Processing

### Word 1 (2003)

*March 3, 8:30 - 4:30 • \$149*

In this introductory session, learn how to create documents and then use special functions to edit and format them. Objectives:

- ▶ learn how to create, open, and save documents
- ▶ practice navigating through a large document
- ▶ explore editing tools, and apply and remove formatting from text and paragraphs
- ▶ practice moving and copying text within and between documents
- ▶ learn to create tables and borders, and to insert graphic objects (clip art, watermarks, etc.)
- ▶ discover how to adjust page property settings including margins, page breaks, headers, and footers

*Prerequisite:* Introduction To Windows & File Management *or equivalent knowledge.*



Durham Regional Hospital

### Word 2 (2003)

*March 26, 8:30 - 4:30 • \$149*

Learn how to create and manage lists. Enhance tables by merging cells, applying borders and shading, sorting data in columns, performing calculations, and creating charts. Create custom styles, modify pictures, and enhance documents using custom graphic elements such as lines and shapes, WordArt, text boxes, and diagrams. Control text flow using section breaks, columns, and linking text boxes. Automate common tasks and document creation using macros, custom toolbars and buttons, and custom templates. Learn how to mail merge documents, envelopes, and labels, and how to create a data source in Word.

*Prerequisite:* Word 1 *or equivalent knowledge.*

### Word 3 (2003)

*April 28, 8:30 - 4:30 • \$149*

Learn how to use Word with other programs. Create links and charts to Excel worksheets, and send document outlines to PowerPoint slides. Create document versions, and distribute and track changes. Insert bookmarks, cross-references, footnotes, and endnotes. Insert an index, a table of authorities, and a table of contents. Manage documents using master documents and automatically summarize a document. Secure a document by limiting formatting choices and editable regions, hiding text, and applying a digital signature and password. Create, protect, and automate Word forms. Additional topics time permitting: saving documents as web pages, inserting movie clips and hyperlinks, and working with XML.

*Prerequisite:* Word 2 *or equivalent knowledge.*

### Word—Forms & Templates (2003)

*May 20, 9:00 - 11:00 • \$39*

In this short workshop, learn to create a form, then make it a protected template suitable for distribution to a group, data entry by that group, and return. (This topic is also covered in the *Word 3* workshop.) Objectives:

- ▶ use text boxes, drop down fields, checkboxes, and various Word fields
- ▶ secure the form so it cannot be altered
- ▶ save the form as a template
- ▶ review distribution methods

*Prerequisite:* Word 1 *or equivalent knowledge.*

## Word—Mail Merging Basics (2003)

May 20, 2:00 - 4:00 • \$39

In this short workshop, discover how to create custom large-volume mailings in just a fraction of the time by using the mail merge function. Learn how to combine labels, letters, certificates, and more with simple tables of name and address data. Create a form letter, establish a data source, and merge the letters and data. Practice sorting and filtering merges. Create an Excel data source for a mailing label merge. (This topic is also covered in the *Word 2* workshop.)

*Prerequisite:* Word 1 or equivalent knowledge.

## Bibliography Management

### EndNote

March 4, 8:30 - 12:00 • \$89

EndNote simplifies organizing references and creating bibliographies. In this half-day workshop, you will learn to:

- ▶ create a database of references
- ▶ download references from other databases
- ▶ use the database to link to references in word-processed documents
- ▶ generate a bibliography in the correct style for publication.

*Prerequisite:* Word 1 or equivalent knowledge.

## Spreadsheets

### Excel for New Users (2003)

- 1) January 27, 8:30 - 4:30 • \$149
- 2) March 5, 8:30 - 4:30 • \$149
- 3) April 7, 8:30 - 4:30 • \$149
- 4) May 13, 8:30 - 4:30 • \$149

This introductory workshop focuses on understanding and navigating in the Excel environment and examines the most commonly used Excel features. (Formulas, functions, and layout customization *will not* be covered. *Excel – Functions and Formulas Basics* is the recommended next step.) Objectives:

- ▶ create, format and save spreadsheets
- ▶ enter and format text and data, and move and copy both cells and cell data
- ▶ add, format, reposition, copy, move, and delete worksheets in the same document
- ▶ learn basic printing functions

*Prerequisite:* Introduction To Windows & File Management or equivalent knowledge.

### EXCEL FOR NEW USERS or EXCEL 1?

We recommend *Excel For New Users* if:

- ▶ You are a beginning computer user still becoming familiar with equipment, software, terminology, or basic commands.
- ▶ You have never used Excel before, or you used it a long time ago.
- ▶ You have a few basic Excel skills, but most of the lesson plan is new to you.
- ▶ You would prefer to work at a more relaxed pace to better learn the material.

We recommend *Excel 1* if:

- ▶ You are experienced working in the Windows environment.
- ▶ New computer skills and concepts come to you fairly easily.
- ▶ You use Excel on a regular basis.
- ▶ You are comfortable navigating in Excel Worksheets and Workbooks.
- ▶ You are familiar with several of the operations listed in the lesson plan.
- ▶ You primarily wanted to take Excel 2 but wanted to be sure you had all the foundation skills from level 1 first.

### Excel 1 (2003)

- 1) February 12, 8:30 - 4:30 • \$149
- 2) March 3, 8:30 - 4:30 • \$149
- 3) March 25, 8:30 - 4:30 • \$149
- 4) April 16, 8:30 - 4:30 • \$149
- 5) May 5, 8:30 - 4:30 • \$149
- 6) May 19, 8:30 - 4:30 • \$149

This workshop is for more experienced computer users who are comfortable in the Windows environment and have some prior experience with Excel. (Formulas, functions, and layout customization *are* covered in this session.) Objectives:

- ▶ learn how to create, format and save spreadsheets
- ▶ practice entering and formatting text and data, and moving and copying both cells and cell data
- ▶ discover how to apply formulas and functions to get results from raw data
- ▶ learn how to add, format, reposition, copy, move, and delete worksheets in the same document
- ▶ discover how to set page display options and customize page layout, and how to change printing options

*Prerequisite:* Introduction To Windows & File Management or equivalent knowledge.

### Excel 1 (2007)

June 9, 8:30 - 4:30 • \$149

For Excel 2007 users who are learning Excel for the first time and have had no experience with earlier versions. Learn all the lessons in the previous workshop, but in the latest version of Excel.

*Prerequisite:* Introduction To Windows & File Management or equivalent knowledge.

### Excel 2 (2003)

- 1) February 26, 8:30 - 4:30 • \$149
- 2) March 17, 8:30 - 4:30 • \$149
- 3) April 8, 8:30 - 4:30 • \$149
- 4) April 28, 8:30 - 4:30 • \$149
- 5) May 21, 8:30 - 4:30 • \$149
- 6) June 11, 8:30 - 4:30 • \$149

Learn to customize spreadsheets using both standard and user-defined templates. Explore a variety of techniques for sorting and filtering data. Re-use and share data by importing, exporting, and saving to the web. Learn how to create and modify charts and diagrams. Use advanced features and functions such as named ranges, logical and statistical functions, and lookup and reference functions to analyze data effectively. Also learn how to use 3-D formulas to share and calculate across multiple worksheets. Enhance worksheets using graphic objects. Additional topic time permitting: web features in Excel.

*Prerequisite:* Excel For New Users and Excel - Formulas and Functions Basics, or Excel 1, or equivalent knowledge

### Excel 3 (2003)

- 1) April 21, 8:30 - 4:30 • \$149
- 2) June 16, 8:30 - 4:30 • \$149

Learn to apply conditional formatting, add data validation criteria, and create macros. View data using the outline. Create a workspace, consolidate data, view the consolidated data, and link cells. Share your workbooks, set revision tracking, merge workbooks, and track changes. Adjust macro settings and administer digital signatures. Analyze your Excel data with trendlines and scenarios. Perform What-If scenarios and summarize data with Pivot Tables. Export and import data. Additional topic time permitting: developing XML workbooks.

*Prerequisite:* Excel 2 or equivalent knowledge

## Excel Transition to 2007

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February 19, 8:30 - 12:00 • \$89

For users experienced in earlier versions of Excel who have now upgraded to 2007. Re-learn commands and functions you used to know. Explore the new screen, toolbars, commands, etc. in version 2007.

## Excel—Charts & Graphs (2003)

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1) March 20, 9:00 - 11:00 • \$39

2) June 4, 2:00 - 4:00 • \$39

In this short workshop, discover how the Chart Wizard can make your hard data come alive. Learn to create line, bar, and column graphs; pie and bubble charts; and more. Practice adding data labels and a data table to your chart. Modify chart gridlines, axes, source data, and titles. Explore formatting and printing options. Finally, learn to import your chart into a PowerPoint presentation.

*Prerequisite:* Excel 1 or equivalent knowledge.

## Excel—Functions & Formulas Basics (2003)

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1) April 2, 9:00 - 11:00 • \$39

2) June 18, 9:00 - 11:00 • \$39

This follow-up to *Excel For New Users* examines the fundamentals of creating formulas/simple equations. Learn to use basic built-in functions and to create your own. Understand the use-order of operations. Learn about relative and absolute cell references, and practice copying formulas to adjacent cells. (These topics are covered in *Excel 1*.)

*Prerequisite:* Excel For New Users or equivalent knowledge.

## Excel—Functions & Formulas Advanced (2003)

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1) April 3, 9:00 - 11:00 • \$39

2) June 18, 2:00 - 4:00 • \$39

In this short workshop, practice using and combining functions like SUM, AVERAGE, SUMIF, COUNTIF, IF, OR, AND, and PMT. Learn to use the “text to columns” command to divide one column of information into two or more columns: whole names into first and last; city, state, and zip each into their own column, etc.

*Prerequisite:* Excel - Formulas & Functions Basics, or Excel 1, or equivalent knowledge.

## Excel—Pivot Tables (2003)

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1) March 23, 2:00 - 4:00 • \$39

2) June 4, 9:00 - 11:00 • \$39

In this short workshop, explore the powerful Pivot Tables tool - able to summarize and analyze hundreds or thousands of data points in multiple categories. Stop writing complicated formulas, creating multiple worksheets, and using Sort and Filter commands. Make Pivot Tables do the work for you! Learn to create and modify Pivot Tables, and discover how to extract and emphasize the information you need for answering common business questions.

*Prerequisite:* Excel 1 or equivalent knowledge.

## Presentations

### PowerPoint 1 (2003)

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1) January 29, 8:30 - 4:30 • \$149

2) February 24, 8:30 - 4:30 • \$149

3) May 7, 8:30 - 4:30 • \$149

In this introductory workshop, learn to design a presentation based on a template. Practice creating and modifying drawn objects on slides. Add charts, tables, images, and graphs to your presentation. Learn to format text slides. Finish your presentation by incorporating slide transitions and object animation.

*Prerequisite:* Introduction To Windows & File Management or equivalent knowledge.

### PowerPoint 1 (2007)

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May 12, 8:30 - 4:30 • \$149

For Powerpoint 2007 users who are learning Powerpoint for the first time and have had no experience with earlier versions. Learn all the lessons in the previous workshop, but in the latest version of Powerpoint.

*Prerequisite:* Introduction To Windows & File Management or equivalent knowledge.

### PowerPoint 2 (2003)

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1) March 10, 8:30 - 4:30 • \$149

2) May 20, 8:30 - 4:30 • \$149

Learn how to create a presentation design template. Add organization charts and diagrams. Add sound, movies, and visual enhancements to your slides. Prepare a web presentation. Password protect your presentation and send it for review. Add hyperlinks and action buttons, and create custom shows. Lastly, practice adding narration and looping to a presentation.

*Prerequisite:* PowerPoint 1 or equivalent knowledge.

### Powerpoint Transition to 2007

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March 3, 8:30 - 12:00 • \$89

For users experienced in earlier versions of Powerpoint who have now upgraded to 2007. Re-learn commands and functions you used to know. Explore the new screen, toolbars, commands, etc. in version 2007.



Duke University Hospital

## Database Management & Reporting

### Access 1 (2003)

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- 1) February 5, 8:30 - 4:30 & February 6, 8:30 - 12:00 • \$199
- 2) February 24, 8:30 - 4:30 & February 25, 8:30 - 12:00 • \$199
- 3) March 31, 8:30 - 4:30 & April 1, 8:30 - 12:00 • \$199
- 4) April 9, 8:30 - 4:30 & April 10, 8:30 - 12:00 • \$199
- 5) May 6, 8:30 - 4:30 & May 7, 8:30 - 12:00 • \$199
- 6) May 27, 8:30 - 4:30 & May 28, 8:30 - 12:00 • \$199

In this introductory one-and-a-half-day workshop, learn to use an existing Access database. (Creating a new database from scratch is covered in level 2.) Learn the terminology and purpose of a relational database and of Access objects. Practice managing the data. Examine existing table relationships. Learn to query the database to extract vital data. Design and use simple forms. Practice running and modifying Access reports.

*Prerequisite:* Introduction To Windows & File Management or equivalent knowledge.

### Access 1 (2007)

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- March 4, 8:30 - 4:30 & March 5, 8:30 - 12:00 • \$199

For Access 2007 users who are learning Access for the first time and have had no experience with earlier versions. Learn all the lessons in the previous workshop, but in the latest version of Access.

*Prerequisite:* Introduction To Windows & File Management or equivalent knowledge.

### Access 2 (2003)

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- 1) March 18 & 19, 8:30 - 4:30 • \$285
- 2) April 29 & 30, 8:30 - 4:30 • \$285
- 3) June 2 & 3, 8:30 - 4:30 • \$285

In this two-day workshop, you will learn to:

- ▶ design a basic database
- ▶ create a new database with related tables
- ▶ control data entry by modifying the design of a table
- ▶ find and retrieve desired data by using filters and joins
- ▶ create queries to display specified records; allow for user-determined query criteria; add, update, and delete data
- ▶ enhance the appearance, data entry, and data access capabilities of your forms
- ▶ customize reports to better organize information and produce specific print layouts such as mailing labels
- ▶ use Access data in other applications, including Microsoft Word and Excel

*Prerequisite:* Access 1 or equivalent knowledge.

### Access 3 (2003)

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June 9 & 10, 8:30 - 4:30 • \$285

In this two-day workshop, you will learn to:

- ▶ restructure an existing set of data to improve the design of a database
- ▶ use a variety of techniques to summarize and present data with queries
- ▶ create and revise basic Access macros
- ▶ create macros that improve data entry efficiency and integrity
- ▶ improve the effectiveness of data entry in forms, and data displayed in reports
- ▶ use various utility tools to maintain an Access database

*Prerequisite:* Access 2 or equivalent knowledge.

### Access Transition to 2007

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March 17, 8:30 - 12:00 • \$89

For users experienced in earlier versions of Excel who have now upgraded to 2007. Re-learn commands and functions you used to know. Explore the new screen, toolbars, commands, etc. in version 2007.

### Access Boot Camp (2003)

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April 21-23, 8:30 - 4:30 • \$399

This fast-paced three-day workshop covers material from Access 2 and 3. Learn how to enhance database designs by using the principles of table relationships and referential integrity. Practice querying multiple tables for data used in customized forms, reports, and subreports. Learn to create data access pages. Learn how to use a variety of complex querying techniques. Create more efficient forms and reports, and create and use macros to automate your forms.

*Prerequisite:* Access 1 or equivalent knowledge.

### Crystal Reports 1

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May 5 & 6, 8:30 - 4:30 • \$285

Take your Access reporting to the next level by using the custom design features offered in Crystal. Objectives:

- ▶ learn to create a new report
- ▶ practice adding, modifying, and removing report objects
- ▶ practice formatting using font, color, border, and number choices
- ▶ learn how to change the selection criteria, sort, and create subtotals, grand totals, and summaries
- ▶ create, edit, and delete formulas
- ▶ use Crystal's formula language
- ▶ create and modify links
- ▶ control Crystal's report sections.

*Prerequisite:* Access 1 or equivalent knowledge.



## Project Management

### Project Boot Camp

1) March 24 & 25, 8:30 - 4:30 • \$285

2) June 2 & 3, 8:30 - 4:30 • \$285

In this two day workshop, learn to manage your projects effectively using Microsoft Project software to govern tasks, schedules, and resources. Practice defining, modifying, and relating these project components, and learn how to track progress on your project. Objectives:

- ▶ create a project plan file and enter task information
- ▶ create a work breakdown structure
- ▶ assign project resources
- ▶ finalize the project plan file
- ▶ track and modify a project plan
- ▶ exchange project data with Word and Excel
- ▶ create custom fields, views and reports
- ▶ learn how to share resources from the same pool
- ▶ re-use existing project plan information

*Prerequisites:* Project Management Fundamentals and Introduction To Windows & File Management and Word 1, or equivalent knowledge.



North Pavilion

## Desktop Publishing & Graphics

### Adobe Acrobat 1

May 14, 8:30 - 4:30 • \$159

Acrobat eliminates problems that usually arise when sharing documents from different software programs (or sometimes even when sharing documents from different versions of the *same* software). Learn to convert documents into PDF files that other Acrobat users can then view, print, and edit - even though the original document came from a software program they don't have. Objectives:

- ▶ convert several types of documents to PDF files
- ▶ learn to navigate through a PDF document
- ▶ modify a PDF document by rearranging pages and by adding headers, footers, and page numbering
- ▶ create navigation tools by adding bookmarks, links, and articles
- ▶ organize PDF documents into a collection that can be navigated and searched as one unit
- ▶ implement a document review workflow

*Prerequisite:* Word 1 or equivalent knowledge.

### Adobe InDesign 1

February 17 & 18, 8:30 - 4:30 • \$285

You can now create documents on your PC and have your Mac-based commercial publisher print them - no conversion or redesign necessary! InDesign is a robust design and layout program that can create everything from single page advertisements and flyers to complex multi-page color publications — like this one. Practice adding text and graphics, setting up master layout pages, and working with CMYK and spot colors. Learn to prepare a publication for a commercial printer and to export to PDF format for the web.

*Prerequisites:* Word 1 or equivalent knowledge, and a working knowledge of graphics applications.

### Adobe Photoshop 1

February 10 & 11, 8:30 - 4:30 • \$285

Discover a host of tools for modifying images. Objectives:

- ▶ choose appropriate resolutions for different image and output types
- ▶ resize and crop image areas
- ▶ select image areas and use alpha channels to save and load selections
- ▶ manipulate and create and multiple layers in composite images
- ▶ apply blending and shading effects and learn to manipulate color
- ▶ create artwork and retouch photographs
- ▶ add and format text
- ▶ create special effects by apply layer effects and filters
- ▶ save images in file formats for use with other applications and with the Web

*Prerequisite:* Working knowledge of creating or scanning graphics.

### Visio 1

May 19, 8:30 - 4:30 • \$159

Visio helps you visualize, explore, and communicate complex information, systems, and processes. Objectives:

- ▶ identify the various types of drawings you can create
- ▶ navigate in a Visio document
- ▶ drag shapes from stencils and resize, rotate, align, and transform them
- ▶ maximize efficiency using smart features such as shape duplicating, automatic shape numbering, and grouping/aligning
- ▶ create a flowchart and a cross-functional flowchart
- ▶ create an organization chart manually and generate one from a text file
- ▶ [time permitting] create an office floor plan to scale

*Prerequisite:* Introduction to Windows & File Management or equivalent knowledge, and a basic understanding of drawing applications is helpful.



*Sarah Duke Gardens, Culberson Asiatic Arboretum*

## Web & Internet

### Dreamweaver 1

- 1) February 3 & 4, 8:30 - 4:30 • \$285
- 2) April 14 & 15, 8:30 - 4:30 • \$285
- 3) May 27 & 28, 8:30 - 4:30 • \$285

Dreamweaver is a powerful application that has established a new standard for web page design software. Learn to design and build a site from scratch, from the initial site map through uploading the completed webpages to a web server. Objectives:

- ▶ review web site design concepts and guidelines, and navigate in the Dreamweaver work environment.
- ▶ define a site in Dreamweaver for organizing and maintaining web pages
- ▶ create a basic web page by typing text and applying character and paragraph formatting
- ▶ use Site Panel to create and organize files and folders
- ▶ insert images and set image properties
- ▶ create and format tables
- ▶ add links within a site, create anchors, and specify external links; use images as links, and create image maps
- ▶ upload your site to a remote web server

*Note: Not a prerequisite, but Web Design Principles is highly recommended first.*

### Web Design Principles

- 1) January 22, 9:00 - 11:00 • \$39
- 2) March 30, 2:00 - 4:00 • \$39

Learn both the fundamentals and the best practices of web design to create the most effective website for your organization.

Objectives:

- ▶ examine the differences between HTML/ XHTML/ XML
- ▶ discover the steps to creating a website
- ▶ learn design tips
- ▶ review branding standards for web sites at Duke

*Prerequisite: Introduction To Windows & File Management or equivalent knowledge.*

### XHTML 1

- June 24, 8:30 - 4:30 • \$149

Learn effective HTML coding practices for creating web pages that work now, and will continue to work in the ever-changing world of web development. This is a great starter course for anyone needing to learn web scripting languages like JavaScript, ColdFusion, PHP, ASP, etc. (Offered every other semester.) Objectives:

- ▶ learn what HTML is, how it is used, and how it came to be
- ▶ discover how to use a text editor to set up content structures of an HTML document
- ▶ practice creating links that point within a site and also outside to other web sites
- ▶ learn how to format page content efficiently using both HTML tags and Cascading Style Sheets
- ▶ incorporate graphics as embedded images, links, and backgrounds
- ▶ generate unordered, ordered, and nested lists in HTML documents
- ▶ build and format data tables

*Note: Not a prerequisite, but Web Design Principles is highly recommended first.*

# MANAGEMENT DEVELOPMENT

These workshops provide Duke managers and supervisors with critical skills for effectively managing the recruitment, performance, development and retention of Duke employees. Workshops are listed alphabetically. These sessions will be held at our location on Oregon Street in Durham. We also offer *A Guide To Managing At Duke*, a three-day management development program (page 16). Additional management offerings are listed in the “Other Learning Opportunities at Duke” section (page 12). Other workshops of interest in communication, time management, etc., are listed under the broader “Work Skills Development” category (page 10).

## Communication for the Supervisor and Manager

April 7, 8:30 - 4:30 • \$105

Managers and supervisors are accountable for results, yet often struggle with clarifying expectations, resolving broken promises, and dealing with poor work behaviors or missed commitments. Practical steps and simple techniques will help managers confidently and effectively facilitate the most difficult conversations. Objectives:

- ▶ determine *what* to address and *if* a discussion is appropriate
- ▶ increase your confidence and competence through effective planning
- ▶ review key performance coaching strategies
- ▶ create a climate of openness regarding tough conversations

## Delegation: A Manager's Key to Organizational Effectiveness

June 2, 8:30 - 4:30 • \$105

Delegation develops people. Delegation motivates. Delegation frees up time so you can get more done. Supervisors must learn this essential competency to transition from the role of individual contributor to supervisor/manager. Objectives:

- ▶ learn how delegation can both save you time and develop others
- ▶ learn what to delegate
- ▶ determine how to match the delegated task with the appropriate staff member
- ▶ learn to communicate, set goals, and get out of the way
- ▶ learn to monitor without micromanaging

## Documenting Employee Performance

May 19, 8:30 - 12:00 • \$55

Addressing work performance problems is one of the most challenging responsibilities managers have. Documenting performance is essential for this process. We will explore two types of documentation used for performance management. Objectives:

- ▶ review the necessity for record-keeping and organizational compliance
- ▶ practice documentation
- ▶ review of available resources

## Employment Best Practices (new!)

1) February 11, 8:30 - 12:30 • no charge  
2) May 22, 8:30 - 12:30 • no charge

Presented by HR/Recruitment. Hiring the best people and managing them well is a key competency of effective department leaders. Discover how to evaluate candidates legally and fairly, and learn the essentials of the recruiting process—from planning through onboarding—to ensure your department's success. First, we will review Duke's harassment and non-discrimination policies, and have an open discussion about the context for each policy and about 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

## From Peer to Supervisor

February 12, 8:30 - 4:30 • \$105

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

- ▶ identify what has changed about your role
- ▶ explore ways to help your new staff navigate this change
- ▶ learn what you need to do to get started as a boss

## Fundamentals of Coaching \*

1) March 19, 8:30 - 12:00 • \$55  
2) June 30, 8:30 - 12:00 • \$55

How do you develop your staff? How do you get your team to make the big plays? By being a great coach! Learn specific skills and techniques for creating a high-performing team and for maximizing the capabilities of staff members. Objectives:

- ▶ explore the strategies, skills, and behaviors of effective coaches
- ▶ learn to communicate effectively with staff members
- ▶ learn to communicate expectations to encourage high performance
- ▶ understand different styles of coaching
- ▶ learn how to match coaching styles to the staff member and the situation

*NOTE: The companion workshop "Fundamentals of Feedback" is strongly recommended.*

## Fundamentals of Feedback \*

1) March 19, 1:00 - 4:30 • \$55  
2) June 30, 1:00 - 4:30 • \$55

The ability to give and receive feedback is a key workplace competency. Even experienced staff are challenged by this process. Honing and practicing this skill will enhance your professional development and contribute to organizational success. Objectives:

- ▶ understand the barriers to giving and receiving effective feedback
- ▶ learn and practice the SBI model for giving feedback
- ▶ develop skills in giving positive and constructive performance feedback
- ▶ understand the impact of positive feedback on work culture
- ▶ recognize feedback mistakes and learn to avoid them

*NOTE: The companion workshop "Fundamentals of Coaching" is strongly recommended.*

\* An asterisk after the workshop title indicates a workshop that has a strong management application, but that is open to all.

## Fundamentals of Strategic Planning

*date TBD—please see web*  
8:30 - 4:30 • \$105

For those who are not core strategy planners, this workshop provides an overview of strategic planning and explores its impact on individual work and organizational success. Participants will improve their understanding and gain valuable perspective about their organization's strategic plan. Objectives:

- ▶ understand what strategic planning means to an organization
- ▶ learn the terminology and key concepts used in strategic planning
- ▶ explore various approaches for developing strategy
- ▶ learn how strategy moves from concept to implementation to realization
- ▶ identify specific ways to contribute to the organization's strategic success
- ▶ learn how to align individual and departmental goals with organizational strategy

## Keys to Supervisory Success

1) *January 22, 8:30 - 4:30 • \$105*  
2) *April 29, 8:30 - 4:30 • \$105*

Successful supervisors are not born, but developed. After reviewing the supervisory cycle at Duke, enhance your skills by learning how to manage performance through the application of the Situational Leadership® model. Objectives:

- ▶ determine the developmental needs of your staff
- ▶ learn the four leadership styles of effective managers
- ▶ learn to flex your management style to meet the needs of your staff members
- ▶ understand effective communication is a core competency for managing performance

## Leadership Self-Assessment

1) *February 10, 8:30 - 4:30 &*  
*February 17, 8:30 - 12:00 • \$145*  
2) *June 17, 8:30 - 4:30 &*  
*June 24, 8:30 - 12:00 • \$145*

In this one-and-a-half day workshop, you will complete two essential business assessments to identify your leadership strengths and gaps: the Myers-Briggs Type Indicator (MBTI), and the FIRO Element B. The MBTI identifies your preferred styles in communication, conflict, persuasion, and feedback. The FIRO Element B identifies your comfort levels with control, openness, and sociability. There are no right or wrong styles! However, all leaders will benefit from greater self-knowledge and from skill-building in alternative styles—particularly in the complex, innovative environment at Duke. Objectives:

- ▶ identify how your strengths are useful—and how they may be overused in conflict, feedback, and decision-making situations
- ▶ identify how your leadership style impacts your choices regarding direct reports, peers, your manager, and others
- ▶ learn and practice ways you can stretch to include beneficial, alternative approaches

## Leading and Managing Change

*April 1, 8:30 - 4:30 • \$105*

Successful managers proactively lead and manage organizational change for their staff. Discover how to implement change to your department's best advantage. Explore the impact of change on your staff. Learn how to adjust departmental goals as change happens and how to deal with the positive and negative stresses of change. Objectives:

- ▶ learn how to manage the impact of change
- ▶ discover how to establish trust and utilize communication to move the organization from fear to commitment
- ▶ learn how to create a change management plan
- ▶ examine the six-step change management process

(continued)

## ADDITIONAL PROGRAMS OF INTEREST TO MANAGERS

### DIVERSITY, EQUITY, & CULTURAL COMPETENCY (page 12)

- ▶ "A Place at the Table" - Understanding Diversity, Equity, & Inclusion
- ▶ Building Bridges & Teams Across Generations
- ▶ Enhancing Respect in a Diverse Workplace
- ▶ Intercultural Competency Program for Duke Staff, Administrators, & Faculty
- ▶ Microinequities - "The Little Things are the Big Things"

### FINANCIAL SERVICES (page 13)

- ▶ Financial Certification Program—Financial Systems Specialist
- ▶ Financial Certification Program—HR/ Payroll Specialist
- ▶ Payroll Workshops for Managers

### GRANTS (page 14)

- ▶ Research Costing Compliance Certification Program
- ▶ Sponsored Effort Training/ Office of Research Administration

### IMMIGRATION & VISAS (page 14)

- ▶ Immigration Basics: Inviting International Faculty, Staff, Scholars & Other Visitors to Duke
- ▶ Immigration Casework Management for International Faculty, Staff, Scholars, & Other Visitors

### MANAGEMENT DEVELOPMENT (page 14)

- ▶ Green Belt Training/ DUH Performance Services
- ▶ Grief in the Workplace

### PAYROLL (page 15)

# WORK SKILLS DEVELOPMENT

These workshops are designed to help Duke employees build valuable work skills and improve themselves. Please also see the workshops noted with asterisks in the Management Development section below. Workshops that are listed beginning on page 12.

## Leading with Emotional Intelligence

April 28, 8:30 - 4:30 • \$105

Applying emotional intelligence on the job boosts both workplace effectiveness and career success. This workshop offers an overview of the five competency areas outlined by Daniel Goleman in his theory of emotional intelligence: awareness, self-regulation, motivation, empathy, and interpersonal skills. Objectives:

- ▶ learn to become emotionally alert
- ▶ understand and practice the five cornerstones of emotional intelligence
- ▶ learn to use motivational techniques for improved performance and creativity

## Template for Building a Successful Team

March 5, 8:30 - 4:30 • \$105

Learn the important leadership competencies and work processes required to build a successful team. Explore several methods (KSA inventory, learning cycles, knowledge transfer process, and facilitating team problem-solving) for helping your team members function at their peak. Learn to identify team strengths and weaknesses and find opportunities for aligning your department's and Duke's vision and objectives. Applying these tools will enhance team strengths, skills, energy, and work satisfaction. Objectives:

- ▶ assess your leadership competencies and team members' skills, knowledge, and abilities
- ▶ learn and apply processes to help teams learn and transfer knowledge more effectively
- ▶ learn and practice facilitating critical team discussions

## Writing Performance Goals

May 6, 8:30 - 12:00 • \$55

Effective performance management starts with a shared understanding between employee and manager regarding performance expectations. Working together, the manager and employee can create clear and precise performance goals aligned with the objectives of the department and organization. In this workshop, we will work through a template for writing clear and specific goals, practice writing, and examine how to use the goals throughout the performance cycle. Objectives:

- ▶ learn how to align the employee's job responsibilities with both department goals and organization goals
- ▶ write performance expectations that clarify specific results and behaviors

## Attitude is Everything

1) February 25, 8:30 - 12:00 • \$55

2) May 12, 8:30 - 12:00 • \$55

Learn how attitudes impact work relationships, morale, individual and team performance, productivity and even the cost of doing business. In today's environment, the workforce is especially susceptible to potential attitude problems. Explore ways to improve attitudes. Objectives:

- ▶ learn to recognize and describe the characteristics of a negative attitude
- ▶ understand how negativity impacts relationships and performance
- ▶ accept ownership for your own attitudes

## Career Development: Your Individual Development Plan

April 16, 8:30 - 4:30 • \$105

An Individual Development Plan (IDP) will help you clarify and establish your career objectives. The IDP will also help you identify corresponding knowledge, skills, and developmental opportunities necessary for maintaining and improving your job proficiency, and for leading you to longer-term objectives. IDPs benefit organizations as well by identifying existing and needed skill sets. Objectives:

- ▶ conduct a self-assessment to determine current skills, strengths, interests, and values
- ▶ identify additional knowledge and skills required to achieve goals
- ▶ understand the value IDPs provide to the organization
- ▶ learn how to create an IDP
- ▶ learn to find and use resources for individual development planning

## Career Self-Assessment (new!)

March 26, 8:30 - 4:30 • \$105

You will complete two essential business assessments to help you understand your potential career strengths and weaknesses: the Myers-Briggs Type Indicator (MBTI) and the FIRO Element B. Each identifies your individual preferences for choices you make in the workplace. You will also gain insight about others' differences, enabling you to navigate challenging workplace issues more effectively. What you learn about yourself will help you broaden your capacity to apply alternative approaches. Objectives:

- ▶ learn preferences you exercise that impact your workplace choices
- ▶ learn the strengths and weaknesses associated with each preference
- ▶ practice using alternative approaches to communication, conflict resolution, persuasion and giving feedback

## Communicating Effectively with Your Boss

April 14, 8:30 - 4:30 • \$105

The most successful employees are those who are able to appropriately manage their manager. Learn the strategies that will help you—and your boss—be more effective. Objectives:

- ▶ learn strategies for thinking and behaving like a manager
- ▶ become a student of cause and effect
- ▶ develop skills for not only understanding what is happening, but why
- ▶ identify solutions, not just problems



Beaufort Harbor, Duke U

individual performance. Workshops are listed alphabetically. These sessions will be held at our location on Oregon Street in Durham. Beginning on page 8 - they have a strong management application but are open to all. Learning opportunities offered by other departments

### Communicating With Diplomacy and Tact

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- 1) February 24, 8:30 - 4:30 • \$105
- 2) April 15, 8:30 - 4:30 • \$105
- 3) June 23, 8:30 - 4:30 • \$105

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. Objectives:

- ▶ learn the impact of verbal and nonverbal communication
- ▶ practice intentional messaging
- ▶ develop listening and feedback skills
- ▶ learn the three components of diplomatic and tactful communication

### Customer Service Boot Camp

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- April 30, 8:30 - 4:30 • \$105

This workshop provides front line customer service 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 customers. Develop service strategies and learn how to manage and correct interactions that are going poorly. Objectives:

- ▶ learn what constitutes excellent customer service
- ▶ develop a service delivery skill set
- ▶ develop service management strategies
- ▶ develop service recovery skills

### Eliminating Habits & Routines That Hold You Back

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- June 16, 8:30 - 12:00 • \$55

You may be your own worst enemy! Learn to overcome counterproductive and even destructive workplace behaviors that will dead-end your career. Rebelling against authority, displaying a negative attitude, or refusing to work with other team members can result in personal and career dissatisfaction and poor performance reviews. Learn how to end self-sabotage, and start enjoying a more rewarding career now. Objectives:

- ▶ identify people and situations that can trigger negative workplace behavior
- ▶ understand how negative behavior affects teamwork and productivity
- ▶ learn to improve work relationships and change how you are perceived
- ▶ manage feelings of frustration and anger in the workplace
- ▶ learn to positively impact your career

### Fundamentals of Business Writing

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- 1) January 22, 8:30 - 4:30 & January 29, 8:30 - 12:00 • \$125
- 2) March 17, 8:30 - 4:30 & March 24, 8:30 - 12:00 • \$125
- 3) May 5, 8:30 - 4:30 & May 12, 8:30 - 12:00 • \$125

This two-session course begins with a review of writing basics, explores the pitfalls and traps of business writing, and provides an opportunity to practice writing clearly and persuasively. Objectives:

- ▶ review the basics of punctuation and grammar
- ▶ understand the pitfalls and traps of business writing
- ▶ practice writing effective emails
- ▶ learn to write persuasively

### Managing Difficult Work Relationships

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- 1) March 31, 8:30 - 4:30 • \$105
- 2) June 25, 8:30 - 4:30 • \$105

Conflict is a natural and not necessarily unhealthy component of our work lives. Manage that conflict well, and the work environment improves and productivity increases. Learn the Thomas-Kilmann Conflict Resolution Model and practice selecting and applying appropriate conflict management strategies. Discover tools for developing and contributing to a more positive work culture. Objectives:

- ▶ define conflict and understand possible causes
- ▶ learn two conflict resolution models
- ▶ practice using conflict resolution models and communication techniques
- ▶ learn how to apply these concepts in the work environment

### Managing Multiple Projects, Objectives, and Deadlines

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- 1) March 25, 8:30 - 4:30 • \$105
- 2) June 18, 8:30 - 4:30 • \$105

Improve your ability to manage competing demands for your attention and effort. 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. Objectives:

- ▶ learn how to prioritize work and maintain focus
- ▶ learn to allocate your time between strategic work and tactical work
- ▶ discover communication techniques that help you get vital information for determining priorities
- ▶ learn to communicate powerfully even under pressure
- ▶ explore tools for meeting the competing demands of bosses, coworkers and customers
- ▶ design an action plan incorporating your new skills



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## Notary Public

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- 1) February 3, 9:00 - 4:00 • \$85
- 2) March 12, 9:00 - 4:00 • \$85
- 3) June 11, 9:00 - 4:00 • \$85

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. Federal or state issued photo ID is required in class; Duke ID badge is not sufficient. The textbook is included. (Some restrictions apply - please see our website.) Objectives:

- ▶ learn the history, powers and limitations, purpose, and process of becoming a Notary Public
- ▶ learn to take acknowledgements (certify signatures)
- ▶ learn to take proofs of execution
- ▶ learn to administer oaths
- ▶ learn to take affidavits

## Presentation Skills

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April 21, 8:30 - 4:30 • \$105

Learn the tools and techniques that will help you create and deliver persuasive presentations. Objectives:

- ▶ learn how to organize thoughts and data for maximum impact
- ▶ learn how to develop and use visual aids
- ▶ discover how to use body language effectively
- ▶ learn dynamic techniques for delivering your presentations

## Project Management Fundamentals

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- 1) February 26, 8:30 - 4:30 • \$105
- 2) May 27, 8:30 - 4:30 • \$105

Explore how project management tools and techniques are used to establish a firm foundation for a project. This workshop focuses on the conceptual understandings needed to use any project management software effectively - it is not a software application class. Microsoft Project software workshops are listed on page 6. Objectives:

- ▶ understand why projects fail
- ▶ learn the methodologies, tools, and techniques for managing projects
- ▶ develop skills for planning and meeting schedule deadlines and budget goals

## Secrets Of The Successful Staff Assistant: How To Partner With Your Boss

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April 2, 8:30 - 4:30 • \$105

Achieve the results you want and win the respect you deserve. In this class you will learn useful skills for maximizing your performance in an administrative support role. Objectives:

- ▶ identify the various roles of the staff assistant
- ▶ understand the impact that staff assistants have on departmental and organizational success
- ▶ learn skills and behaviors for improving efficiency, effectiveness, and productivity
- ▶ learn to partner with your boss(es)

## Time Management

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- 1) January 21, 8:30 - 12:00 • \$55
- 2) March 18, 8:30 - 12:00 • \$55
- 3) May 6, 8:30 - 12:00 • \$55

Learn a methodology for developing your own planning system. Explore time management principles including prioritizing, planning, organizing, goal setting and eliminating time wasters. Objectives:

- ▶ learn how to take command of your time and schedule
- ▶ understand the difference between urgent and important activities
- ▶ discover how to plan your professional and personal goals
- ▶ learn how to design and maintain a planning system that works for you

## Your Duke Career 101

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- 1) January 22, 5:00 - 6:00 • no charge
- 2) February 26, 5:00 - 6:00 • no charge
- 3) March 26, 5:00 - 6:00 • no charge
- 4) April 23, 5:00 - 6:00 • no charge
- 5) May 28, 5:00 - 6:00 • no charge
- 6) June 25, 5:00 - 6:00 • no charge

Presented by HR/ Professional Development Institute. Learn how to explore career options at Duke—online. Explore the Duke and Duke HR web sites, and learn about the resources available for job transfer.

# OTHER LEARNING

The workshops in this section are designed and facilitated by a department providing the workshop. Some are held in classrooms and phone numbers provided.

## COMPUTER TRAINING

### Office of Information Technology

<http://www.oit.duke.edu/training>

## Free Technology Seminars

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Look for such Duke IT-specific topics as iTunes U, Viewflash, DukeWiki, WebFiles and more.

## Learn IT @ Lunch

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Learn about technology over lunch. Each session includes a presentation followed by a Q&A session. Recorded sessions also at iTunes U.

## OnDemand Training

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OnDemand Training allows Duke groups to schedule just-in-time training that meets their needs.

## Training Announcements

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Join the Training Announce Listserv to receive news about upcoming seminars and training events, and online resources.

## DIVERSITY, EQUITY, & CULTURAL COMPETENCY

### Office for Institutional Equity

<http://www.hr.duke.edu/train>  
(click "diversity & equity" or "Office for Institutional Equity")

## "A Place at the Table" - Understanding Diversity, Inclusion, & Equity

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March 24, 8:30 - 12:30 • no charge

This workshop provides a common language, a framework, and tools for understanding how diversity and inclusiveness are essential in order for people and teams to do their best work. Learn methods for building and encouraging the kinds of interactions with diverse co-workers and customers that promote both individual and institutional success.

# OPPORTUNITIES AT DUKE

initiated by other departments here at Duke. Workshops are grouped by topic and department. Some are offered through L&OD; others, directly through the office at our location at Oregon Street, others elsewhere around Duke and DUHS. For additional information or to register, please use the web addresses or

## Building Bridges and Teams Across Generations

May 28, 9:00 - 12:00 • no charge

Explore and define the four generations currently in the workplace, and learn about the many challenges of managing a multigenerational workforce. Implications of feedback and strategies for problem solving will be identified through group activities and discussion.

## Enhancing Respect in a Diverse Workplace

April 22, 8:30 - 10:30 • no charge

Explore how our culture, gender, age, community and upbringing impact the experience of respect /disrespect, and learn about the four elements common to all respectful communication. Examine strategies for increasing respectful behaviors in the workplace and for responding to disrespectful behavior.

## Microinequities: “The Little Things Are The Big Things”

February 19, 9:00 - 12:00 • no charge

Microinequities are the small, subtle, frequently unconscious messages we all send that can devalue and discourage others, and ultimately impair performance at all levels in the workplace. This program gets to the DNA of culture change by addressing behavior at its core. Gain a new understanding of the influence subtle messages have on the motivation, morale and performance of others, and learn concepts and skills for creating a more inclusive workplace.

## International House

<http://ihouse.studentaffairs.duke.edu/training/icc/intro.html>

## Intercultural Competency Program for Duke Staff, Administrators, and Faculty

Intercultural competency is based on the premise of respect for individuals and their cultural differences. Intercultural skills enhance communication and the ability to connect, support, and engage those who are different from ourselves. In today's global community, these skills are essential on the personal and professional level. Through experiential workshops, participants will gain the knowledge and flexibility needed in order to deal effectively with cultural differences. There are five required parts to the ICC program:  
Part I: Diversity at Duke and Self-Awareness  
Part II: ACIREMA and Student Voices  
Part III: Problem-Solving & Cross-Cultural Communication  
Part IV: Cultural Lunches  
Part V: Lessons from the Field

## Accounts Payable

<http://www.hr.duke.edu/train> (click “finances—Duke” or “Financial Services”)

## Payments Made Through Accounts Payable

Review the check request form and other methods for acquiring goods and services at Duke. Learn about payments to foreign nationals.

## Sponsored Programs Office

<http://www.hr.duke.edu/train> (click “finances—Duke” or “grants” or “Financial Services”)

## Introduction to Post-Award Administration of Sponsored Projects

Explore grant and contract administration from initial acceptance of the award through the close of the project.

## Administrative Systems Mgt Group

<http://www.finsvc.duke.edu> (click “Training”)

## SAP Workshops - R/3, Business Warehouse, iForms

SAP is an enterprise software company that provides tools for managing business finances. R/3 is used primarily for running financials, ordering materials, and paying employees. The pre-requisite workshop is *Introduction to R/3 at Duke*, offered online. Business Warehouse (BW) is used to support financial, procurement, and HR reporting. The secure, web-based iForms tool is used to view personnel data and to process HR and payroll actions.

## Payroll

See major heading “Payroll” on page 15.

## FINANCIAL SERVICES

## Accounting Systems & Procedures

<http://www.finsvc.duke.edu> (click “Training”)

## Introduction to Duke Accounting

Learn basic accounting terminology and the cost object structure, and review commonly used forms and accounting resources.

## Duke G/L Accounts

Learn basic accounting terminology and the cost object structure, and review commonly used forms and accounting resources.

## Research Costing Compliance

<http://www.finsvc.duke.edu>  
(click “Training”)

### Research Costing Compliance (RCC) Certification Program

The Research Costing Compliance (RCC) Certification Program provides financial/grant managers with a comprehensive body of knowledge on all aspects of research administration to promote the accurate and effective management of sponsored projects, and to promote financial compliance with both Duke and sponsor regulations.

#### NEW FINANCIAL SERVICES CERTIFICATION PROGRAMS

- ▶ Certified Payroll Representative  
<http://www.finsvc.duke.edu/fcp/cpr/>
- ▶ Certified Financial Systems Specialist  
<http://www.finsvc.duke.edu/fcp/fss/>

Both tracks will provide comprehensive training to establish policies, procedures, accountability, and compliance; to strengthen skills; and to ensure depth of knowledge in these specialties. Supervisor approval is required for participation. Please visit the web sites for more information.

## GRANTS—PRE-AWARD

### Office of Research Support

<http://www.hr.duke.edu/train>  
(click “grants” or  
“Office of Research Support”)

### Grants & Contracts—University

This workshop is designed for University grant managers and for other department administrators. *(Not applicable for Medical Center, Hospital, or Health System employees.)* Explore information and resources for applying for grant or contract funding. Learn the basics of proposal preparation, submission and review for University grants and contracts. Examine some post-award issues, including rebudgeting grant funds. Explore the web site of the Office of Research Support, which provides information and resources on applying for funding

## Medical Center Library

<http://www.hr.duke.edu/train>  
(click “grants” or  
“Medical Center Library”)

### Medical Center Library at Your Desktop

Learn how to provide effective support for research, publication, and instruction using the latest technologies and resources available from the Medical Center Library. Hands-on instruction and real-life examples will help you locate and access the best information available and save time!

## GRANTS—POST-AWARD

### Sponsored Programs Office

<http://www.hr.duke.edu/train>  
(click “finances—Duke” or “grants”  
or “Financial Services”)

### Sponsored Effort Training

The Office of Research Administration (ORA) is responsible for supporting investigators and administrators in the School of Medicine and the School of Nursing by managing externally sponsored research projects through the pre-award process. The ORA provides training on pre-award processes to investigators and administrative staff and is available to provide customized consulting services to investigators and research administrators.

### Office of Research Administration

<http://research.som.duke.edu>

### Introduction to Post-Award Administration of Sponsored Projects

Explore grant and contract administration from initial acceptance of the award through the close of the project.

### Research Costing Compliance

<http://www.finsvc.duke.edu>  
(click “Training”)

### Research Costing Compliance (RCC) Certification Program

The Research Costing Compliance (RCC) Certification Program provides financial/grant managers with a comprehensive body of knowledge on all aspects of research administration to promote the accurate and effective management of sponsored projects, and to promote financial compliance with both Duke and sponsor regulations.

## IMMIGRATION & VISAS

### International Office

<http://www.hr.duke.edu/train>  
(click “immigration & visas” or  
“International Office”)

### Immigration Basics: Inviting International Faculty, Staff, Scholars, and Other Visitors to Duke

*(This session does not cover international students or admissions.)* Examine the visa sponsorship process at Duke. Learn about terminology, processing times, procedures for specific visa categories (B-1, J-1, TN, H-1B, etc.), related legal obligations, and the implications of noncompliance. Get tips on avoiding common pitfalls and on coordinating sponsorship with academic appointments, credentialing, and payroll.

### Immigration Casework Management for International Faculty, Staff, Scholars, and Other Visitors

This workshop provides additional specifics on immigration classifications, requirements for and conditions of sponsorship, as well as the related request assembly for commonly used visa types. It is important that participants already be familiar with the fundamental policies and procedures of Payroll, Human Resources, and the faculty appointment process prior to attending this workshop.

## MANAGEMENT DEVELOPMENT

### DUH Bereavement Services

<http://www.hr.duke.edu/train>  
(click “management development”  
or “DUH Bereavement Services”)

### Grief in the Workplace

Grief is expressed physically, emotionally, psychologically, and spiritually. Effects can range from absenteeism to errors on the job to substance/alcohol abuse. Managers and supervisors can help by learning to recognize signs and symptoms of grief, by exploring strategies for responding in a caring way, and by learning about resources, workplace policies and procedures, and referral programs.

## DUH Performance Services

<http://psweb.dukehealth.org/w3/psweb.nsf/SixSigma?OpenForm>  
668-9098

## Green Belt Training

- 1) March 16-19
- 2) April 13-16

Green Belt Training introduces DUHS managers and supervisors to the Six Sigma improvement methodology. Gain tools for measuring, analyzing, improving, and controlling critical processes to achieve performance improvement objectives.

## MEDICAL RESEARCH

### Medical Center Library

<http://www.hr.duke.edu/train>  
(click “grants” or “Medical Center Library”)

### Medical Center Library at Your Desktop

February 26, 9:00 - 11:00 • no charge

Learn how to provide effective support for research, publication, and instruction using the latest technologies and resources available from the Medical Center Library. Hands-on instruction and real-life examples will help you locate and access the best information available and save time!

## PAYROLL

### Corporate Payroll Services

<http://www.finsvc.duke.edu>  
(click “Training”)

### NEW CERTIFIED PAYROLL REPRESENTATIVE PROGRAM

Financial Services is offering department payroll representatives the opportunity to enhance their skills and become Certified Payroll Representatives. Participants will choose from the payroll classes listed here to receive their certification. For a complete description of the program and eligibility requirements, and to register, please visit:

<http://www.finsvc.duke.edu/fcp/cpr/>

## Payroll Process Overview for New Department Payroll Representatives

(new Department Payroll Representatives)  
Learn about payroll schedules, SAP structure, the iForms interface with the payroll system, time reporting, issuing of payments, and available reports.

## Reconciling Payroll Reports

(Department Payroll Representatives, Business Managers, and HR Managers)  
Learn to reconcile payroll expenses with department financial statements. Learn about the reports available both through SAP and by payroll requests, and how each ties to the financial statements. We will use case studies to explore how to effectively and efficiently handle reconciliations.

## The Impact of Leaves of Absence (LOA) on Payroll

(Department Payroll Representatives)  
Learn the basics of processing an LOA. Learn the required flow of paper work, and the different types of leaves available. Discuss in depth how to complete the Payroll LOA form and how to avoid the most common errors. Discover how to properly return employees from LOA status.

## Employee Transfers

(Department Payroll Representatives)  
Learn how to process employee transfers, focusing on the three most common types of transfer: within a department, between departments, and between payroll areas. Learn the responsibilities of each department involved, and the methodology Payroll uses to ensure accurate payments and deductions during the transition.

## Updates for Department Payroll Representatives

The agenda changes, focusing on policy and procedural changes, recurring issues/problems, information regarding calendar and/or fiscal year end, reminders for representatives, and case study analyses. Participants are encouraged to bring questions and situations for discussion.

## Noncompensatory Payments Process Overview

Learn the criteria for classification as a noncompensatory recipient, and how to process all transactions affecting payments. The latest Duke and federal policies governing noncompensatory payments will also be reviewed and explained.

## Lunch & Learn Series

Join Corporate Payroll Services for lunch and conversation about the latest topics involving payroll. Offered on a quarterly basis, this informal session will allow Department Payroll Representatives to share experiences, discuss best practices, and share strategies for resolving situations.

## Foreign National Payment Process Overview

Corporate Payroll Services partners with other Duke departments to provide a comprehensive overview of transactions affecting foreign national employees, including hiring, acquiring social security numbers, and tax requirements.

## Payroll and Work Study

In preparation for the academic year, review the basics of college work study from processing hire transactions to setting up appropriate funding codes.

## Secondary Positions at Duke

Learn how to process transactions to hire, pay, and terminate secondary employees.

## Annual Payroll Process Overview & Updates

This session is for keeping Business Managers informed about the most current payroll information. Business Managers are encouraged to provide feedback, suggest service improvements, and discuss specific situations.

## Introduction to Payroll for New Business Managers

Review the entire payroll process and learn how to support Department Payroll Representatives to ensure accurate and timely payments to employees.

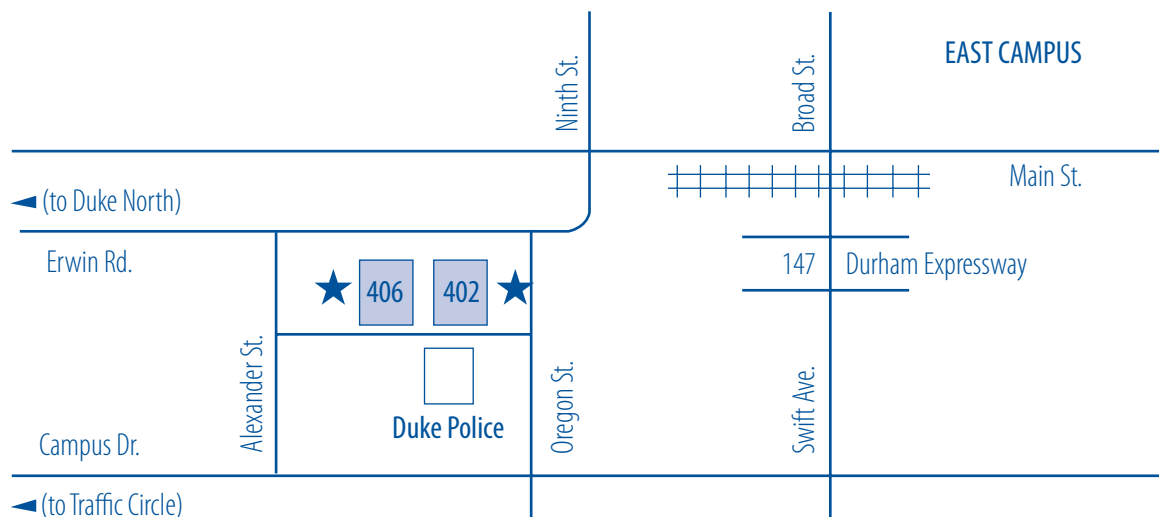
## ReportXpress Overview

Learn how to manage time reports in ReportXpress, and learn about time cards, available reports, and error resolution. Discuss case studies and review a ReportXpress checklist. Participants are encouraged to bring questions and situations to class for discussion.

# A GUIDE TO MANAGING AT DUKE

A Guide to Managing at Duke is a three-day program that prepares and equips University and DUHS managers to meet changing strategic, operational, and work culture objectives through effective managerial practices. 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, orienting new employees, performance management, building a positive work culture, and managing change.

For more information or to register, please visit <http://www.hr.duke.edu/train/MatDcontacts.htm> to contact the HR entity representative for your area.



# REGISTRATION INSTRUCTIONS & POLICIES

## Registration

To register, please complete a registration form:

- ▶ online at [www.hr.duke.edu/train](http://www.hr.duke.edu/train) - search under the category headings for the workshop(s) you are interested in
- ▶ back cover of this catalog
- ▶ printable form at [www.hr.duke.edu/train](http://www.hr.duke.edu/train) - in the "Links" box, click "Printable Registration"

For the second and third options, please fax hard-copy registration forms to 613-7621.

Many departments can provide time off and/or funds to cover the cost of job-related training. Please check with your supervisor. Payment can be made by:

- ▶ SAP R/3 cost object number
- ▶ Credit Card or Procurement Card: Mastercard or Visa only & secure online registration only.
- ▶ IRI: Include SAP R/3 cost object number and company code, and fax IRI with completed registration form to 613-7621.
- ▶ Cash (exact amount) or Check: Please register in person at our offices at 402 or 406 Oregon Street.

For more information about payment and registration, please visit <http://www.hr.duke.edu/train/faq.htm> or call us at 613-7600.

## Cancellation/ Rescheduling/ No-Show Policy

If you cancel or reschedule at least one week in advance, the workshop fee will be canceled as well.

If you cancel or reschedule less than one week in advance, the full workshop fee will be charged. These fees are not transferable to future workshops.

All cancellation and rescheduling requests must be in writing. Please complete the online form at <https://www.hr.duke.edu/secure/train/cancel.php>, or send your request to:

- ▶ email: [learning@mc.duke.edu](mailto:learning@mc.duke.edu)
- ▶ fax: 613-7621

If you are rescheduling, please indicate the date of the new session you wish to attend.

## Please Be Prompt

All workshops will begin on time. Please plan to arrive about ten minutes early to sign in and get settled. If you expect to be more than twenty minutes late for a workshop at Oregon Street, please contact us to save your seat. Otherwise, your space may be given to a "walk-in" participant.

## Directions, Maps, Parking, and Transportation

For directions and maps, please see [www.hr.duke.edu/train/locations.htm](http://www.hr.duke.edu/train/locations.htm).

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. (Please do not park in the lot beside the Duke Police Station or the Episcopal Center.) All Duke permits are valid in our front lot. If you do not have a Duke permit, please ask your instructor for a temporary pass immediately upon your arrival - do not wait for a break. Display the pass on your dashboard.

Duke University buses C1, C2 and C3 stop near us on Campus Drive (1.5 blocks) and Alexander Street (~75 feet). During the school year, buses run approximately every ten minutes. Please see schedules and routes at: <http://siren.auxserv.duke.edu/parking/>.

## Severe Weather Cancellation

If the University declares the Severe Weather Policy is in effect, all workshops scheduled at our location will be canceled, and our buildings will be closed. To determine if the Severe Weather Policy is in force, please call 684-4636. Please note that media announcements about "classes at Duke" apply only to graduate and undergraduate classes - not to employee workshops held at Oregon Street. Once our office is open again, we will promptly reschedule any canceled workshops or transfer you to an upcoming session already scheduled.

## Dress

Casual business attire is appropriate. Room temperature may vary, so please bring a jacket or sweater.



*Duke Raleigh Hospital*

# REGISTRATION FORM

Individuals with disabilities who anticipate needing reasonable accommodations or who have questions about physical access are asked to please contact L&OD at 613-7613 or [hrlodregistration@duke.edu](mailto:hrlodregistration@duke.edu) prior to your program.

<b>CONTACT INFORMATION</b>	Name .....	
	Duke Unique ID .....	
	Department .....	
	Campus, DUMC, or ATC Box #; or Address .....	
	Work Phone .....	
	Work Email (preferred) or FAX number for confirmation notice .....	
	If you would like your workshop confirmation copied to another person, please enter additional email address .....	

<b>PAYMENT OPTIONS</b>	1) SAP R/3:	<input type="text"/>	<input type="text"/>
		company code (4 digits)	cost object number (Campus: 7 digits • Health System: 9 digits)
	2) IRI: Please complete this form and fax with IRI to 613-7621.		
	3) <b>Cash (exact amount) or check:</b> Please complete this form and register in person at 402/406 Oregon Street.		
	* <b>Procurement card or credit card:</b> Registration through secure online system is required - please visit <a href="http://www.hr.duke.edu/train">www.hr.duke.edu/train</a> .		

<b>WORKSHOPS REQUESTED</b>	Title	Date	Alt. Date	Time	Fee
					\$
					\$
					\$
					\$

**Duke Learning & Organization Development**  
 402/406 Oregon Street • Box 90463 • Durham, NC 27708  
 (ph) 919.613.7600 or 7613 • (F) 919.613.7621  
[hrlodregistration@duke.edu](mailto:hrlodregistration@duke.edu) • [www.hr.duke.edu/train](http://www.hr.duke.edu/train)

Please do not return misaddressed catalogs or send us address updates. Instead, please share catalogs with colleagues who may not have received one.  
 Addresses were drawn from the Payroll database approximately one month prior to this mailing, and we are unable to correct address records. To make address corrections, please see your department Payroll Clerk.