Title: Employee and Organizational Development

Office of Origin: Human Resources

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Employee & Organizational Development

About EOD
Employee and Organizational Development (EOD) delivers a range of solutions that positively impact organizational effectiveness in relation to productivity, job satisfaction, and personal fulfillment. All services and training are in UM faculty, staff, managers, and student employees on every UNM campus.

What We Do for Employees
Training
EOD offers a wide variety of people skills training courses and professional and leadership development series that are designed to support your needs. From self-paced courses to face-to-face classroom training, EOD provides a variety of learning opportunities to help you develop the skills you need to succeed.

What We Do for Departments
EOD consultants serve UNM departments at all campuses through assessment and facilitation to positively impact departmental goals. From intervention strategies to team building, EOD helps departments become high-achieving units.

What We Do for the University
Through our Employers Knowledge Base, EOD administers a database of online, interactive tools and resources that provide easy access to training materials. EOD also administers the broader campus-wide training and performance requirements including annual mandatory training, and the performance evaluation process.

Contact Us
John and June Perovich Business Center
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EOD Training
January 2019
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success.

leadership differentiators to quickly build a positive reputation and contribute to the organization's "What do I need to know as a new leader?" and "How do I manage former peers?". Apply three strategy to accelerate your transition into your new role as a leader. Get answers to the questions: 

This course is intended for individuals in their first leader/manager role. Learn how to create a commitment to make things happen, a good idea may never result in action. Participants are products or services. The ability to influence others plays an important role in bringing these ideas to 

process and outcomes. Unfortunately, leaders fail to engage and reinforce this sense of ownership 

during performance management discussions.

This course teaches leaders how to recognize the signs of escalating conflict and take appropriate 
can, if allowed to escalate, result in damage to critical working relationships.

Today's business environment challenges organizations to increase productivity, improve quality,
Welcome

Log In

To sign in, enter either your **UNM Net ID** and password or your **HSC Net Id** and password in the space provided to the right and click the Sign In button.

Locate User Id

If you have forgotten your user ID, use [eGuide](#) to look it up.

Password Reset

If you need your UNM Net Id password reset, click here.

If you need your HSC Net Id password reset, click here.

**TIP SHEETS**

Learning Central Overview Tip Sheet

Register or Withdraw from Learning Tip Sheet

Online Learning Tip Sheet

Learning History and Curricula Tip Sheet

SUPERVISORS: Employee Management Tip Sheet

Access Learning Central from a Winterm

LEADing to Excellence Quick Search
Program Overview

The UNM Professional Development Series Certificate is a self-paced, personalized development program designed for UNM Staff. For details about the program, navigate through the tabs above, or explore the online brochure. The Professional Development Series offers two tracks:

Organizational Effectiveness Track
Organizational Effectiveness courses will give you what you need to be industrious – working smarter and getting more done with less effort and stress.

Personal Effectiveness Track
Personal Effectiveness courses are designed to empower participants with the insights and proven tools to improve their working relationships.

Who Should Attend
The certification program is designed for those who would like to further develop their expertise in organizational and/or personal effectiveness. Courses can also be taken à la carte, for those interested in honing their skills in a particular area without pursuing a complete certificate program. Contact EOD for more information.

What’s in it for Me
The Professional Development Series certificate is a “build your own” professional certificate. You choose the courses from the curricula, and you choose the time that you are able to take those courses. You can continue to develop and learn new skills by networking with other staff across campus. Courses are scheduled during the day, allowing you to make it a part of your workweek. Professional Development Series courses are free – no tuition remission is required.

Get Started

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Get Started
Coffee with Jillian: The Supervisor Special

Do you manage a ULead participant? Do you have questions or ideas about supporting the performance of your ULead participant during the program? Are you curious about how you, too, can benefit?

The Manager Engagement Group will meet every week via Skype during the eight weeks of ULead. Every effort is made to schedule on a day and time convenient for the majority of participants. These meetings focus on helping managers identify opportunities to support the ULead participant in practicing their skills. Each week, course content from the previous week is discussed and manager support tool(s) reviewed. Managers also have the opportunity to share best practices with each other. This is a great opportunity to enhance your own development in addition to that of the ULead participant!

For more information, contact Jillian Gonzales, jigonzales@unm.edu, or 505-272-6718.

What managers are saying about participating in the Manager Engagement Program

“I felt that the informal process was very effective and gave all the managers a chance to share his or her thoughts on a given topic.” Manager, HSC

“The manager sessions were a great opportunity to discuss key learning components of the ULead program that not only benefited my direct report, but benefited myself as well.” Manager, HSC

“I really enjoyed the smaller group discussions... I tend to be fairly introverted and think a larger group call would have actually been more challenging for meaningful discussion - for me personally. That dynamic really helped me to feel that I understood the intention of the program and learned valuable tips and resources from both of them.” Manager, HSC
Sound decision making in today's tough business environment demands much more than just knowing the criteria, and to select the best course of action. Utilizing this process will also help leaders avoid the pitfalls that often undermine high-quality decision making.

Today's business environment challenges organizations to increase productivity, improve quality, and make better decisions. This course equips learners with an important skill set that is essential to providing high-quality customer service. These essential skills will help service providers turn dissatisfied, upset customers into satisfied, loyal ones.

Organizations need to provide superior customer service in order to build customer loyalty and stay competitive. This course equips learners with an important skill set that is essential to providing high-quality customer service. These essential skills will help service providers turn dissatisfied, upset customers into satisfied, loyal ones.

Approximately 70 percent of workplace change initiatives fail to produce desired results. In most organizations, a small number of individuals drive 80 percent of the work. Many organizations focus on technical skills as all-important to success in the workplace. Yet strong verbal communication and listening skills can, if allowed to escalate, result in damage to critical working relationships. Leaders will experience how to use effective (SMART) goals to help them and their employees develop the skills and confidence to generate options and compare them to important decision criteria, and to select the best course of action. Utilizing this process will also help leaders avoid the pitfalls that often undermine high-quality decision making.

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Leadership is a critical asset for organizations. This course equips learners with an important skill set that is essential to providing high-quality customer service. These essential skills will help service providers turn dissatisfied, upset customers into satisfied, loyal ones.

During performance management discussions, leaders can have more effective and efficient interactions. Participants will discover how to avoid being included in this statistic by providing skills and resources to accelerate development-planning efforts. The outcome is a meaningful development plan that supports the organization's current and future business needs.

This foundational course provides individuals with a powerful set of interaction skills that enables them to communicate more effectively with colleagues and customers and, in the process, build trust, credibility, and confidence. To thrive in today's business environment, people must learn to manage change.

What does trust have to do with business success? Everything. Trust is directly linked to employee performance, and trustworthiness inspires higher levels of performance and commitment to team and organizational goals. Leaders must be able to invite, develop, and sustain trust. This course equips learners with an important skill set that is essential to providing high-quality customer service. These essential skills will help service providers turn dissatisfied, upset customers into satisfied, loyal ones.

Your Leadership Journey

Training Offerings

- Leadership and Management
  - Online Exclusive! Coaching for Peak Performance - LSO302
  - Online Exclusive! Driving Change – LSO201*
  - Online Exclusive! Building and Sustaining Trust - LSO303*
  - Online Exclusive! Making High-Quality Decisions - LSO302
  - Online Exclusive! Setting Goals and Reviewing Results - LSO301*

- Development
  - Online Exclusive! Developing Leaders - LSC100a

- Communication
  - Online Exclusive! Communicating with Impact

- Decision Making
  - Online Exclusive! Making High-Quality Decisions - LSO302

- Change Management
  - Online Exclusive! Driving Change – LSO201*

*Requires prior completion of pre-requisite course: Communicating with Impact EOD701.

**Requires prior completion of pre-requisite course: Communicating for Leadership Success LSC100a.

Please complete a brief form here to request access.
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