



HLC Accreditation Evidence Document

Title: Employee and Organizational Development

Office of Origin: Human Resources

Description: Information, from their website, on the Employee and Organizational Development office of the university's Human Resources division. This includes the general landing page for the office, information on leadership development courses offered (pg. 3), the login page for Learning Central (pg. 4), information on the Professional Development Series offered (pg. 5), the ULead Leadership Development program, and the various web-based training programs offered (pg. 7).

Date: 2018

EOD

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John and June Perovich Business Center
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eod@unm.edu 

(505) 277-1555

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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 are free to UNM faculty, staff, managers, and student employees on every UNM campus.

What We Do for Employees

Training

Enroll in a self-paced course to better your Banner skills. Attend a face-to-face leadership course. EOD offers professional development courses specifically designed to increase your organizational and personal effectiveness as well as develop a better understanding of University policies and procedures.

Coaching

Sometimes we just need a plan for where we are in the moment. EOD can help you create a customized plan to support personal and professional development goals specifically designed to bring value to your work + life.

What We Do for Departments

EOD consultants serve UNM departments at all campuses through assessment and facilitation to positively impact department goals. From intervention strategies to team building, EOD helps departments become high achieving units.

Consultation

Share your team performance and organizational learning needs and EOD will provide thorough assessments and customized intervention strategies to create a successful team.

Facilitation

Contact us  to help facilitate your strategic planning meetings, leadership development and team building events.

What We Do for the University

Through our **Employee Knowledge Base**, EOD administers a database of online, interactive tools and videos that give employees the resources they need to get the job done.

EOD also administers the broader campus-wide training and performance requirements including new employee orientation, annual **employee mandatory training**, and the **performance evaluation process**. These activities help build a safe, connected and engaged workforce.

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Open Enrollment Leadership Development Courses

For the convenience of the UNM workforce community, Employee and Organizational Development (EOD) offers leadership development courses throughout the year on a variety of dates and times. Registration for these courses is offered through **Learning Central** and is open to any interested faculty, staff, or student employee. Participants do not have to be in specific management position titles, have direct reports, or be a part of a program.

For a complete listing of all of EOD's web based training courses, [click here](#).

Course offerings, descriptions, and dates are below:

- 5 Choices for Extraordinary Productivity**
- 7 Habits: Leader Implementation**
- Building and Sustaining Trust**
- Coaching for Peak Performance**
- Collaborative Conversations**
- Communicating for Leadership Success**
- Conflict Management Skills**
- Developing Yourself and Others**
- Diversified Thinking**
- Driving Change**
- Emotional Intelligence in the Workplace**

- Employee Life Cycle Management**
- Engaging and Retaining Talent**
- Everything DiSC Management**
- Leading at the Speed of Trust**
- Making High-Quality Decisions**
- Mastering the Change Curve**
- Project Management Essentials for Unofficial Project Managers**
- Resolving Workplace Conflict for Leaders**
- Setting Goals and Reviewing Results**
- Strategies for Influencing Others**
- Your Leadership Journey**

5 Choices for Extraordinary Productivity – LSO204

The 5 Choices for Extraordinary Productivity inspires participants to dramatically increase their ability to achieve their most important outcomes. Participants learn to make more selective, high impact choices about where to invest their valuable time, attention, and energy. The solution produces a measurable increase in productivity and a renewed sense of engagement and accomplishment.

- This class is cancelled for: 12/5/18, 8:00 am - 5:00 pm, EOD 1016

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7 Habits: Leader Implementation – LSO202

The 7 Habits Leader Implementation work session introduces participants to the process effective leaders follow to create a highly effective 7 Habits culture in their team or organization. The 7 Habits Leader Implementation Process—commit, model, and reinforce—will challenge participants to internalize and apply the 7 Habits to their own lives first, then to implement the 7 Habits as their team's operating system.

- Offered By Special Request in 2018. Search in Learning Central under this title for more details.

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New! Online Exclusive! Building and Sustaining Trust - LSO303*

What does trust have to do with business success? Everything. Trust is directly linked to employee engagement, retention, productivity, and innovation. Leaders who demonstrate trust and trustworthiness inspire higher levels of performance and commitment to team and organizational success.

This course introduces Trust Builders, actions leaders can take to build and sustain trusting relationships, as well as common Trust Breakers that can erode or quickly break trust. Applying these skills to build trusting relationships enables leaders to take risks, identify and solve problems, and collaborate to achieve business results.

*Pre-requisite course: *Communicating for Leadership Success LSC100a*.

- Please complete a brief form [here](#) to request access.

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Online Exclusive! Coaching for Peak Performance – LSC117*

Effective coaching is one of the most important drivers of team member performance. By introducing three coaching techniques and how to handle both proactive and reactive coaching discussions, leaders can have more effective and efficient interactions. Participants will discover how to enhance the confidence and competence of their staff on an ongoing basis.

*Pre-requisite course: *Communicating for Leadership Success LSC100a*.

- This class has moved online! Please complete a brief form [here](#) to request access.

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Collaborative Conversations - LSO207

Do you want a new way to have conversations that evokes collaboration and partnership in order to develop better communication skills? Using a communication style developed by faculty at the University this session will provide specific strategies to improve your interactions at work and beyond.

- This class is cancelled for: 11/30/18, 8:30 am – 12:00 pm, EOD 1018

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Communicating for Leadership Success – LSC100a

Participants will discover interpersonal skills needed to mobilize and engage their staff members. Learning to effectively communicate will spark action in others. The interaction skills in this session will teach leaders to handle the variety of challenges and opportunities encountered every day in the workplace.

New for 2018, this title is offered two ways - in person or online! Please complete a brief form [here](#) to request access.

- Next class in 2019 - TBD

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Conflict Management Skills – LSO206

Facilitated by professionals in conflict management, this program offers practical theory, hands-on skills practice, and resource information for more efficient and effective workplace conflict management. This course is taught by JoEllen Ransom and Jon Lee of the University Ombuds Office.

- Next class in 2019 - TBD

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New! Online Exclusive! Developing Yourself and Others - LSO305

Development is critical to attracting and retaining talent, driving employee engagement, preparing future leaders, and ultimately ensuring the success of the organization. Clearly, development is just as important to leaders as it is to their direct reports.

In this course leaders are introduced to a practical process to guide their own and their direct reports' development-planning efforts. The outcome is a meaningful development plan that supports the organization's current and future business needs.

- Please complete a brief form [here](#) to request access.

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New! Diversified Thinking – LSO210

Diversified Thinking focuses on the importance and value of diversity of thought. Ways to encourage and generate more creative, innovative ideas are practiced, including how to apply this type of thinking to address problems. A four-step team innovation process is introduced, and the different roles played in that process is explored. This session provides several thinking tools to push outside of one's comfort zone to think more creatively and innovatively. This course is for anyone who wants to expand their ability to think more creatively and envision new and better solutions to problems.

- This class is cancelled for: 11/8/18, 1:00 pm – 5:00 pm, EOD 1016

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Online Exclusive! Driving Change – LSO201*

Many workplace change initiatives fail to produce desired results. In most cases these initiatives fail not because leaders don't know what to do to implement workplace change, but rather because they aren't skilled in how to implement change. Driving Change shows learners how to avoid being included in this statistic by providing skills and resources to accelerate the process of implementing change with their team members, and to create an agile work environment where people are more open to change.

*Pre-requisite course: *Communicating for Leadership Success LSC100a*.

- This class has moved online! Please complete a brief form [here](#) to request access.

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Emotional Intelligence in the Workplace – EOD281

In the workplace of today, emotional intelligence is often more important than intellectual intelligence. Your Emotional Intelligence Quotient (or EQ) is a major indicator of success in your work and personal life. You can't do much to raise your IQ. But your EQ can and does increase with age, especially if you work at it. This course will introduce the five skills involved in Emotional Intelligence and help you to: understand your feelings, manage your emotional response, and use the power of your emotions. This course is taught by Dr. Steven Rugala, Director of the Counseling and Referral Services department.

- Next class in 2019 - TBD

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Employee Life Cycle Management – LSE130

The Employee Life Cycle is the process that identifies stages in an employee's career, and as managers/leaders you have the ability to impact their professional growth. This workshop offers current and newly hired/promoted leaders the opportunity to increase skills to achieve results and enhance employee growth. Topics include primary elements of separation, compensation practices, hiring, performance management, progressive discipline, retention, and the role of a supervisor in fact finding incidences.

- Next Class is Tuesday, December 11, 2018.

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Engaging and Retaining Talent – LSC113

This course provides leaders with a model for determining what drives each individual's engagement, as well as methods for proactively engaging and retaining talent. Participants learn how to conduct "engagement conversations" and "retention conversations." They explore ways to recognize people and use no-cost "everyday engagers" to create an engaging environment.

- This class is cancelled for: 11/13/18, 8:30 am – 12:30 pm, EOD 1018

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Everything DiSC Management – LSE131

This course is designed for participants who want to expand their knowledge of DiSC theory in a management setting. Participants will utilize the DiSC workplace behavioral styles in several key supervisory responsibilities: Directing & Delegating, Motivation & the Environment You Create, and Developing Others.

- Please watch for new dates in 2019.

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Leading at the Speed of Trust – LSC114

This workshop is based on Stephen M. R. Covey's best-selling book, *Leading at the Speed of Trust*. Trust is a key leadership competency and a measurable accelerator to performance. When trust goes up, speed goes up and cost comes down, producing a "trust dividend." The course reveals 13 Behaviors common to high-trust leaders, and demonstrates actionable steps that enable you to increase trust in your organization.

- This class is cancelled for: 11/7/18, 8:00 am – 5:00 pm, EOD 1018

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

Sound decision making in today's tough business environment demands much more than just coming up with or picking the best alternative or option. It requires analyzing potential problems or opportunities and making sound judgments based on analysis.

Using an engaging simulation, this course teaches leaders a logical decision-making process that addresses the critical elements that result in high-quality business decisions. Participants will 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.

- Please complete a brief form [here](#) to request access.

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Mastering the Change Curve – LSO203

Whether you are a supervisor, staff person or aspiring leader, understanding change and its impact is key to being successful in an ever-changing organization. Proactively managing organizational change results in a culture that is optimistic and empowered. Mastering the Change Curve will enable you to identify and understand the four phases of change based on the Kubler-Ross grief model: Denial, Resistance, Exploration, and Commitment. This course will provide skills to help each individual productively navigate through the process.

- Next class in 2019 - TBD

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Project Management Essentials for Unofficial Project Managers - LSO208

Many staff and supervisors have taken on the role of unofficial project manager within their department or division. The lack of time management, scope creep and no formal project training all impact the possibility of project failure. This Franklin Covey class will provide participants with tools and resources to manage projects successfully.

- 12/13/18, 8:30 am – 5:00 pm, EOD 1018

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New! Online Exclusive! Resolving Workplace Conflict for Leaders - LSO304*

Today's business environment challenges organizations to increase productivity, improve quality, shorten cycle time, and reduce costs. An unfortunate but natural byproduct of these challenges is conflict. While conflict can lead to discoveries such as new ideas and innovative breakthroughs, it can, if allowed to escalate, result in damage to critical working relationships.

This course teaches leaders how to recognize the signs of escalating conflict and take appropriate action to minimize damage. Leaders are introduced to two resolution tactics—coach and mediate—and practice using the Interaction Essentials as they coach then mediate to resolve a conflict.

*Pre-requisite course: *Communicating for Leadership Success LSC100a*.

- Please complete a brief form [here](#) to request access.

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New! Online Exclusive! Setting Goals and Reviewing Results - LSO301*

People are more engaged and strive for better results when they feel ownership of their work process and outcomes. Unfortunately, leaders fail to engage and reinforce this sense of ownership during performance management discussions.

This course will show the positive effect of shifting the traditional role of planner and evaluator from the leader, to a shared responsibility between leader and employee. This shift builds employee ownership, and allows the leader to focus on coaching and developing throughout the performance cycle. Leaders will experience how to use effective (SMART) goals to help them and their employees track progress and fairly evaluate outcomes. A well-written performance plan is also a powerful tool for leaders to use when determining where to focus their development and coaching discussions with their employees.

*Pre-requisite course: *Communicating for Leadership Success LSC100a*.

- Please complete a brief form [here](#) to request access.

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Strategies for Influencing Others – LSO205

People in every organization have promising ideas they would like to implement to improve results, including those that will improve operations, enhance customer satisfaction, or expand use of their products or services. The ability to influence others plays an important role in bringing these ideas to fruition. Strategies for Influencing Others develops participants' abilities to gain needed commitment from others to implement an idea or opportunity that will achieve business results. Without this commitment to make things happen, a good idea may never result in action. Participants are encouraged to look at the entire picture of their influencing opportunity, including who they need to influence, why they need their commitment, what level of commitment they need, and how they will gain that commitment. This course is taught by Leah Boetger of the University Libraries.

- Please watch for new dates in 2019.

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Your Leadership Journey – LSC108a

This course is intended for individuals in their first leader/manager role. Learn how to create a strategy to accelerate your transition into your new role as a leader. Get answers to the questions: "What do I need to know as a new leader?" and "How do I manage former peers?" Apply three leadership differentiators to quickly build a positive reputation and contribute to the organization's success.

New for 2018, this title is offered two ways - in person or online! Please complete a brief form [here](#) to request access.

- Next class in 2019 - TBD

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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](#).

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Professional Development Series

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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 certification 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 while 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.

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ULead: Leadership Development Program

Coffee with Jillian: The Supervisor Special

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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, jgonzales@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. . . I understand the intention of the program and learned valuable tips and resources from both of them." Manager, HSC

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Web Based Training Courses

Course offerings, descriptions, and dates are below:

- Building and Sustaining Trust***
- Coaching for Peak Performance***
- Communicating for Leadership Success**
- Communicating with Impact**
- Developing Yourself and Others**
- Driving Change***
- Making High-Quality Decisions**
- Resolving Workplace Conflict for Leaders***
- Setting Goals and Reviewing Results***
- Taking the HEAT****
- Your Leadership Journey**

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

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

Online Exclusive! Building and Sustaining Trust - LSO303*

What does trust have to do with business success? Everything. Trust is directly linked to employee engagement, retention, productivity, and innovation. Leaders who demonstrate trust and trustworthiness inspire higher levels of performance and commitment to team and organizational success.

This course introduces Trust Builders, actions leaders can take to build and sustain trusting relationships, as well as common Trust Breakers that can erode or quickly break trust. Applying these skills to build trusting relationships enables leaders to take risks, identify and solve problems, and collaborate to achieve business results.

*Pre-requisite course: *Communicating for Leadership Success LSC100a.*

- Please complete a brief form [here](#) to request access.

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Online Exclusive! Coaching for Peak Performance – LSC117*

Effective coaching is one of the most important drivers of team member performance. By understanding three coaching techniques and how to handle both proactive and reactive coaching discussions, leaders can have more effective and efficient interactions. Participants will discover how to enhance the confidence and competence of their staff on an ongoing basis.

*Pre-requisite course: *Communicating for Leadership Success LSC100a.*

- Please complete a brief form [here](#) to request access.

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Online or In-Person! Communicating for Leadership Success – LSC100a

Participants will discover interpersonal skills needed to mobilize and engage their staff members. Learning to effectively communicate will spark action in others. The interaction skills in this session will teach leaders to handle the variety of challenges and opportunities encountered every day in the workplace.

New for 2018, this title is offered two ways - in person or online! Please complete a brief form [here](#) to request access to the online version of this title. Click [here](#) to see the in-person date offerings.

Note: This course is the same as *Communicating with Impact*, but for a leadership audience.

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Online Exclusive! Communicating with Impact - EOD701

Many organizations focus on technical skills as all-important to success in the workplace. Yet strong interpersonal skills are equally essential in transforming individual contributors into exceptional performers who have a greater impact in their roles.

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, strengthen partnerships, and achieve desired results.

Note: This course is the same as *Communicating for Leadership Success*, but for a general audience.

- Please complete a brief form [here](#) to request access.

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Online Exclusive! Developing Yourself and Others - LSO305

Development is critical to attracting and retaining talent, driving employee engagement, preparing future leaders, and ultimately ensuring the success of the organization. Clearly, development is just as important to leaders as it is to their direct reports.

In this course leaders are introduced to a practical process to guide their own and their direct reports' development-planning efforts. The outcome is a meaningful development plan that supports the organization's current and future business needs.

- Please complete a brief form [here](#) to request access.

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Online Exclusive! Driving Change – LSO201*

Approximately 70 percent of workplace change initiatives fail to produce desired results. In most cases these initiatives fail not because leaders don't know what to do to implement workplace change, but rather because they aren't skilled in how to implement change. Driving Change shows learners how to avoid being included in this statistic by providing skills and resources to accelerate the process of implementing change with their team members, and to create an agile work environment where people are more open to change.

*Pre-requisite course: *Communicating for Leadership Success LSC100a.*

- Please complete a brief form [here](#) to request access.

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Online Exclusive! Making High-Quality Decisions - LSO302

Sound decision making in today's tough business environment demands much more than just coming up with or picking the best alternative or option. It requires analyzing potential problems or opportunities and making sound judgments based on analysis.

Using an engaging simulation, this course teaches leaders a logical decision-making process that addresses the critical elements that result in high-quality business decisions. Participants will 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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Online Exclusive! Resolving Workplace Conflict for Leaders - LSO304*

Today's business environment challenges organizations to increase productivity, improve quality, shorten cycle time, and reduce costs. An unfortunate but natural byproduct of these challenges is conflict. While conflict can lead to discoveries such as new ideas and innovative breakthroughs, it can, if allowed to escalate, result in damage to critical working relationships.

This course teaches leaders how to recognize the signs of escalating conflict and take appropriate action to minimize damage. Leaders are introduced to two resolution tactics—coach and mediate—and practice using the Interaction Essentials as they coach then mediate to resolve a conflict.

*Pre-requisite course: *Communicating for Leadership Success LSC100a.*

- Please complete a brief form [here](#) to request access.

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Online Exclusive! Setting Goals and Reviewing Results - LSO301*

People are more engaged and strive for better results when they feel ownership of their work process and outcomes. Unfortunately, leaders fail to engage and reinforce this sense of ownership during performance management discussions.

This course will show the positive effect of shifting the traditional role of planner and evaluator from the leader, to a shared responsibility between leader and employee. This shift builds employee ownership, and allows the leader to focus on coaching and developing throughout the performance cycle. Leaders will experience how to use effective (SMART) goals to help them and their employees track progress and fairly evaluate outcomes. A well-written performance plan is also a powerful tool for leaders to use when determining where to focus their development and coaching discussions with their employees.

*Pre-requisite course: *Communicating for Leadership Success LSC100a.*

- Please complete a brief form [here](#) to request access.

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Online Exclusive! Taking the HEAT - EOD702**

Organizations need to provide superior customer service in order to build customer loyalty and stay ahead of the competition. Service providers, quite often, know how to have a friendly, positive customer interaction but lack the skills to handle an interaction that takes a turn for the worse. The potential to lose business increases when the service provider does not respond appropriately to a dissatisfied customer.

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.

**Pre-requisite course: *Communicating with Impact EOD701.*

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Online or In-person! Your Leadership Journey – LSC108a

This course is intended for individuals in their first leader/manager role. Learn how to create a strategy to accelerate your transition into your new role as a leader. Get answers to the questions: "What do I need to know as a new leader?" and "How do I manage former peers?" Apply three leadership differentiators to quickly build a positive reputation and contribute to the organization's success.

New for 2018, this title is offered two ways - in person or online! Please complete a brief form [here](#) to request access to the online version of this title. Click [here](#) to see the in-person date offerings.

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HLC Accreditation Evidence Document

Title: Employee and Organizational Development

Office of Origin: Human Resources

Description: Information, from their website, on the Employee and Organizational Development office of the university's Human Resources division. This includes the general landing page for the office, information on leadership development courses offered (pg. 3), the login page for Learning Central (pg. 4), information on the Professional Development Series offered (pg. 5), the ULead Leadership Development program, and the various web-based training programs offered (pg. 7).

Date: 2018