



TRAINING PROGRAMS PROVIDED BY THE PASSHE ACADEMY

FOR ALL 14 STATE UNIVERSITIES AND THE OFFICE OF THE CHANCELLOR

(Last updated: March 29, 2012)

For inquiries, e-mail Academy@PASSHE.edu

SUMMARY

1.) Learning Delivery

• Facilitator led:

- Programs can be customized to fit departmental/divisional needs. In addition to the programs listed, recommendations can also be made.
- A learning schedule can be developed for an entire university, division, or department (see #6 Customized Programming Cost).
- Most programs range from 1-3 hours depending upon the desired depth of subject matter and number of activities to reinforce learning. Multiple programs can be combined to create ½ day to full day experiences.
- This is not a comprehensive list of programs. New programs are added each semester.

• Webinar/Video: Presentations transmitted over the web

- Pre-recorded teleseminars are made available until the end of the week it is scheduled. In addition to the programs listed, recommendations can also be requested.

• Teleseminar: Learning via live or prerecorded telephone conference

- Pre-recorded videos are made available until the end of the week it is scheduled. In addition to the programs listed, recommendations also can be made.

• E-zine: Emails with articles, video links and/or other resources on targeted topics

- 9 month e-newsletter subscription beginning in October every year.

2.) Timing

- The symbol beside the title indicates the semester the program is offered (pgs 2-10).
(■) Fall semester (18 programs) (●) Spring semester (20 programs)
- "Facilitator Led" can be requested by divisions/departments at any time throughout the year.
See costs (pg 11)

3.) Programming Topics

- Communication, Team Strengthening, and Service (pgs 2-4)
- Leadership and Performance (pg 5-8)
- Change Management (pg 8-9)
- Personal Achievement and Process Improvement (pgs 9-11)
- Health and Wellness (pg 12)

4.) Internal and External Referral Partners (pg 12-13)

5.) Customized Programming Costs (pg 13)

COMMUNICATION, TEAM STRENGTHENING, AND SERVICE

(AUDIENCE: ALL EMPLOYEES)

Facilitator Led: Departmental/Divisional Request Only

Service 212°: The 10 Rules for Creating a Service Culture (WCU-Molly Nece, Office of Training and Organizational Development): Explore and apply Mac Anderson's 10 Rules to creating and sustaining a service culture. Request the program as a "train-the-trainer" program where leaders bring the activities and discussions back to their departments or request face-to-face or remote (via audio/video) delivery by a professional facilitator.

Focus Ring-Mission Possible (WCU-Molly Nece, Office of Training and Organizational Development): Explore Pat Lencioni's, "Five Dysfunctions of a Team," and get focused on setting goals, communicating effectively, strengthening the team, and leading through tough times with this highly interactive Focus Ring game.

FISH! Philosophy- Catch the Energy, Release the Potential (WCU-Molly Nece, Office of Training and Organizational Development): Learn how to create an environment where people are truly connected to their work, colleagues, and customers using the principles of "Make their Day", "Be There", "Choose Your Attitude" and "Work Playfully". Addresses Culture, Customer Service, Leadership and/or Communications.

Knock Your Socks Off Customer Service (WCU-Molly Nece, Office of Training and Organizational Development): Gain proven techniques for handling customers with tact and style. Build the mental and emotional strength to weather customer criticism without losing focus on delivering quality service. Plus, gain expert listening and problem-solving skills necessary to go beyond customer expectations and discover valuable techniques for defusing tense situations and turning complaining customers into advocates.

Working Across Generations (WCU-Molly Nece, Office of Training and Organizational Development): Learn what motivates each of the generations at work, how to capitalize on respective talents, and ways to work together with greater understanding and appreciation for optimal workplace performance and satisfaction through the use of an interactive game show.

Understanding and Adapting Your Communication Style (WCU-Molly Nece, Office of Training and Organizational Development): Use the SELF Profile to reveal one's dominant style of interaction, understand others' styles, predict how to respond in certain situations, and improve communication with others who have different styles by building more meaningful relationships.

How to be a Dynamic Speaker (WCU-Molly Nece, Office of Training and Organizational Development): Learn how to creatively facilitate and gain powerful solutions to training challenges and polish delivery strategies. Discover how to motivate and engage even the most reluctant learners and boost retention and application.

Harness the Science of Persuasion (WCU-Molly Nece, Office of Training and Organizational Development): Learn the theory behind persuasion and put it to work to grab an audience's attention, speak their language, provoke new ideas and sustain group attention.

Strengthening Emotional Intelligence (WCU-Molly Nece, Office of Training and Organizational Development): Gain in-depth knowledge and practical skills needed to become a strong, emotionally intelligent communicator and not simply react to work and life challenges. Learn how to help others discover and apply their EQ.

The Exceptional Assistant (WCU-Molly Nece, Office of Training and Organizational Development): Perfect the self-management and interpersonal skills needed to bring out the best in oneself and others, turn challenges into opportunities and stay positive no matter what. Take action on how to become indispensable and increase your worth to the organization.

Business Writing & Common Grammatical Mistakes (WCU-Molly Nece, Office of Training and Organizational Development): Organize your writing with the readers' needs in mind; create reader friendly layouts to highlight important information; and craft sentences that get and hold the readers' attention.

Strategies to Effectively Lead in and Participate in Meetings (WCU-Scott Sherman, Office of Training and Organizational Development): Explore strategies to optimize meeting use and outcomes, when to call a meeting, and how to set meeting objectives and agendas. Keep meetings from running overtime and learn how to maximize participation, and evaluate a meeting's success.

Our Treasure Hunt Adventure (WCU-Molly Nece, Office of Training and Organizational Development): Go adventuring inside your organization with only your satchel and your team. Together you will be challenged to complete five activities that strengthen your creativity, problem solving, and communication skills. Unlock your "sweet" reward when you mix hard work with fun and adventure!

Departmental Game Shows (WCU-Molly Nece, Office of Training and Organizational Development):

- **Departmental Pride Jeopardy Game Show:** Put your university knowledge to the test and strengthen your pride in the workplace. Categories include university history, current events, successes, and more!
- **The Office Space Game Show:** Work in teams and find out fun and factual things you may not have known about your co-workers. Show you team spirit by filling out a questionnaire and have it turned into your own game show!
- **The Generation Who? Game Show:** Learn fun facts about all four generations in the workplace and gain strategies in how to adapt your communication style. You'll be given the opportunity to share your own generational perspective too!

Teleseminar:

● **13 Weeks 13 Essential Skills (WCU-Harriet Meyerson, CEO of The Confidence Center):** This self-paced program includes 13 weekly e-mails with audio, Powerpoint and workbook. Learn and practice new strategies in 13 vital success areas, such as: increasing workplace energy, dealing with difficult people, building team synergy, leading and serving others, and effective meetings. Become that valued employee that your department can't live without! **(TIME: 30 minutes each, 13 e-mails/audio clips)**

■ **Business Writing Basics and Common Grammatical Mistakes (WCU-Molly Nece, Office of Training and Organizational Development):** There are major pitfalls surrounding business writing that can not only hurt your credibility, but also impact your end results. Learn how to overcome these pitfalls and effectively convey bad news, request information, persuade others to take action, and provide information in a written communication. In this teleseminar, we will also cover common grammatical mistakes in misused words, punctuation, capitalization, and subject verb agreement. **(TIME: 40 minutes)**

● **Knock Your Socks Off Customer Service (WCU-Molly Nece, Office of Training and Organizational Development):** In the first teleseminar, listen and learn the perceptions behind customer service, and identify and gain strategies to adapt your communication style. You will also gain problem-solving skills needed to trouble shoot customers' concerns. Part two will equip you with strategies on how to manage angry or irate customers (internal or external). Gain the skills of handling four types of difficult customers and managing your own emotional intelligence. **(TIME: 40 minutes each, two seminars)**

■ **Strengthening Your Emotional Intelligence (WCU-Molly Nece, Office of Training and Organizational Development):** Learn the brain science behind EO and assess your emotional intelligence in five major areas. Gain strategies on how to strengthen your EO and help others apply their emotional intelligence in challenging situations. **(TIME: 40 minutes)**

● **The Bully at Work (WCU-Molly Nece, Office of Training and Organizational Development):** This four part teleseminar series focuses on what everyone must know about bullying and identify if you are potentially being bullied. Explore the four step process to workplace bullying and how to empower yourself to handle the bully. **(TIME: 40 minutes each, four seminars)**

Webinar /Video:

● **Dialogue: The Next Step in Communication (WCU-Jeanne Taylor, McClellan, J. Taylor Consulting):** Recognize the difference between communication and dialogue, explore the basic elements of dialogue, and enhance your skills with the tools of dialogue. **(TIME: 15 minutes)**

■ **How to Become a Dynamic Media Site Presenter (WCU-Molly Nece, Office of Training and Organizational Development):** Media Site video production is something that all 14 universities have access to. Do you want to communicate an important message or training to a large audience, but don't have the time to go door to door? Understand what to expect on the day of filming, learn how to design a PowerPoint that works well with *Media Site*, and acquire the skills of presenting naturally and professionally on camera. **(TIME: 20 minutes)**

■ **How to Become a Dynamic Networker (WCU-Molly Nece, Office of Training and Organizational Development):** Master the components of dynamic networking, including dos and don'ts, examination and preparation, accessing your conversation, and discovering how to improve your skills. **(TIME: 20 minutes)**

■ **Optimal Business Writing Skills (WCU-Molly Nece, Office of Training and Organizational Development):** Learn to identify the "pitfalls" of business writing and explore how to get started in the writing process. **(TIME: 20 minutes)**

● **Equipping Yourself and Others with Emotional Intelligence (WCU-Molly Nece, Office of Training and Organizational Development):** Watch, listen, and learn the brain science behind Emotional Intelligence (EQ). Understand the importance of EQ in the workplace, review and assess the five Emotional Intelligence skills, and become aware of your own EQ triggers. There is one thing that we are in control of--our attitude! Strengthen your EQ and help others do the same so that we can create an environment of candor and successful outcomes. **(TIME: 20 minutes)**

E-zine:

Making Connections E-zine (WCU-Molly Nece, Office of Training and Organizational Development): Collaborating and delivering quality service comes with opportunities that could make or break an outcome or relationship. Sign up to receive this monthly e-mail and gain ideas on how to improve relationships, handle difficult people and situations, and look hard in the mirror for your own communication triggers. You can unsubscribe anytime. **(TIME: 9 month e-newsletter beginning October of every year)**

LEADERSHIP AND PERFORMANCE **(AUDIENCE: MANAGERS AND THOSE WHO LEAD TEAMS)**

Facilitator Led: Departmental/Divisional Request Only

The Whale Done Approach-Coaching for Performance (WCU-Molly Nece, Office of Training and Organizational Development): Learn how to build trust, accentuate the positive and when mistakes occur, how to redirect the energy. With practice, it guarantees to improve relationships at work and increase employee effectiveness.

Leading with Emotional Intelligence (WCU-Molly Nece, Office of Training and Organizational Development): Apply in-depth knowledge and practical skills needed to become a strong, emotionally intelligent communicator and not simply react to work and life challenges. Help others discover and apply their EQ.

How to Handle Angry People (WCU-Molly Nece, Office of Training and Organizational Development): Explore practical strategies on how not to become that angry person and handle others who do. Explore perceptions of service, how triggers are emitted, and how to correct them.

How to Build and lead a Team (WCU-Molly Nece, Office of Training and Organizational Development): Gain strategies to build successful teams, create and sustain a culture of teamwork, and explore the value of conflict in group settings.

Harness the Science of Persuasion (WCU-Molly Nece, Office of Training and Organizational Development): Learn the theory behind persuasion and put it to work. Discover how to grab an audience's attention, speak their language, provoke new ideas, and see eye-to-eye.

Strategies to Effectively Lead in Meetings (WCU-Scott Sherman, Office of Training and Organizational Development): Explore strategies to optimize meeting use and outcomes, when to call a meeting, and how to set meeting objectives and agendas. Keep meetings from running overtime and learn how to maximize participation, and evaluate a meeting's success.

Strengthening Your Leadership Backbone (WCU-Scott Sherman, Office of Training and Organizational Development): Whether you are a current or aspirant leader, learn the 10 powerful strategies that will bring you and others around you greater credibility, power and influence at work using Susan Marshall's book, "How to Grow a Backbone." **(TIME: 20 minutes, managers and supervisors)**

Get Ready for the Baby Boomer Retirement Ambush (WCU-Scott Sherman, Office of Training and Organizational Development): Despite the warning signs, organizations are seeing the first phase of boomer retirements and their lack of preparation is leading to lost productivity and institutional memory, and workplace tension. Learn important planning strategies to be ready for this transition, and have the necessary skills to lead and work with the newest generation of workers. *(TIME: 20 minutes, managers and supervisors)*

How to Build and Lead High Performance Teams (WCU-Scott Sherman, Office of Training and Organizational Development): Does your team/department consistently deliver results far beyond theirs and your expectations? Are members engaged and working synergistically even during conflict? Learn key strategies to create that environment which maximizes individual and team/department success. *(TIME: 20 minutes, managers and supervisors)*

Take Your Employees Where They Didn't Think They Could Go (WCU-Scott Sherman, Office of Training and Organizational Development): One of your most effective leadership tools is communicating necessary information for employees to best perform. Handled skillfully, you can empower your people; fumble it, and you'll surely hamper theirs and your organization's success. Learn how, when, and why to use the right questions as a surefire leadership approach. *(TIME: 20 minutes, managers and supervisors)*

Creating a Leadership Coaching Culture Without Whistles (WCU-Scott Sherman, Office of Training and Organizational Development): Learn how to introduce coaching as a powerful strategy to help create a workplace culture committed to development and learning. See how organizations that have developed a coaching culture report significantly reduced staff turnover, increased productivity, and greater happiness and satisfaction at work. *(TIME: 20 minutes, managers and supervisors)*

Leveraging Performance Management for Maximum Organizational Effectiveness (WCU-Scott Sherman, Office of Training and Organizational Development): Learn proven strategies to incorporate performance management into the strategic and operational fabric of your organization to maximize a culture of productivity, accountability, and candor instead of it being viewed as a human resources mandate. *(TIME: 20 minutes, managers and supervisors)*

Teleseminar:

■ **Labor Relations Questions ... Answered (WCU-Trish Seningen and Lauren Hilferty, Labor Relations):** Listen to this four part teleseminar series (recorded in 2010) for managers and supervisors of AFSCME employees to get answers to their labor relations questions. WCU's HR-Labor Relations Specialists discuss preservation of Bargaining Unit Work, Performance Improvement through the CBA, Leave, Overtime and Comp Time, and Grievances and the Collective Bargaining Agreement (CBA). *(TIME: 45 minutes, four seminars, WCU managers and supervisors)*

● **Put the “Perform” into Performance Management (WCU-Scott Sherman, Office of Training and Organizational Development):** Learn how to maximize the use of performance evaluation resources and processes toward a culture of high level performance, while addressing “how to” strategies for handling difficult situations and eliminating unacceptable behaviors. *(TIME: 40 minutes, three seminars, WCU managers and supervisors)*

■ **The Leadership Challenge (WCU-Molly Nece, Office of Training and Organizational Development):** Learn and apply the five founding principles in Kouzes and Posner's best selling book, "The Leadership Challenge." 1) Model the Way--Identify your current and desired leadership style; 2) Inspire a Shared Vision--Take the SELF Profile and identify your dominant style; 3) Challenge the Process -Learn to think outside the box, manage change, and unify others to work towards common goals; 4) Enable Others to Act--Coach others for success; 5) Encourage the Heart-Discover the power of positive reinforcement and encouragement. Make these five principles a part of your every day success! *(TIME: 40 minutes each, five seminars)*

● **How to Effectively Lead and Participate in Meetings (WCU-Scott Sherman, Office of Training and Organizational Development):** Listen and learn how to love meetings and make the most out of every minute. Issues covered in this teleseminar include the pros and cons of canceling a meeting; helping a leader have more productive meetings; ways to encourage attendees to arrive on time; handling someone who is disruptive; increasing participation; infusing new energy and ideas onto a committee when the participants have not changed over the years; ideas for preventing the closed items from resurfacing; and addressing how long is too long for a meeting. *(TIME: 40 minutes)*

Webinar/Video:

■ **Functional Facilitating (WCU- Jeanne Taylor, McClellan, J. Taylor Consulting):** Explore facilitation techniques that are firm, fair and focused. Review the basic skills for facilitating all types of groups, and detail the responsibilities of all facilitators. *(TIME: 10 minutes)*

■ **Strengthening Your Leadership Backbone (WCU-Scott Sherman, Office of Training and Organizational Development):** Whether you are a current or aspirant leader, learn the 10 powerful strategies that will bring you and others around you greater credibility, power and influence at work using Susan Marshall’s book, “How to Grow a Backbone.” *(TIME: 20 minutes, managers and supervisors)*

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- **Turn Around Performance Problems Before it is Too Late (WCU-Scott Sherman, Office of Training and Organizational Development):** Have you ever created personnel “workarounds” or pushed problems under the rug until the bulge could not be ignored? Learn how that negatively impacts the rest of your department and your credibility in their eyes. Equipping yourself with the necessary tools and strategies can make a long term impact on your leadership and team. **(TIME: 20 minutes, managers and supervisors)**
- **Performance Management: It’s NOT Just an Annual Event (WCU-Scott Sherman, Office of Training and Organizational Development):** Performance management processes and resources can equip leaders with the foundation to encourage and sustain desired performance and outcomes and quickly discourage ineffective behaviors. Learn proven strategies for use throughout the year to get desired results and give your employees what they need to keep raising their own performance “bar.” **(TIME: 20 minutes, managers and supervisors)**
- **Leveraging Performance Management for Maximum Organizational Effectiveness (WCU-Scott Sherman, Office of Training and Organizational Development):** Learn proven strategies to incorporate performance management into the strategic and operational fabric of your organization to maximize a culture of productivity, accountability, and candor instead of it being viewed as a human resources mandate. **(TIME: 20 minutes, managers and supervisors)**

E-zine:

Lead On E-zine (WCU- Molly Nece, Office of Training and Organizational Development): Managing people, projects, and change initiatives tests our abilities to lead effectively. Sign up to receive this monthly e-mail and gain ideas on how to effectively build and lead teams toward common goals and stay on track for success. **(TIME: 9 month e-newsletter beginning October of every year)**

CHANGE MANAGEMENT

(AUDIENCE: ALL EMPLOYEES)

Facilitator Led: Departmental/Divisional Request Only

Who Moved My Cheese? (WCU-Molly Nece and Scott Sherman, Office of Training and Organizational Development): Learn the lessons from Ken Blanchard's parable *Who Moved My Cheese?* Be introduced to the basics of change. Enjoy less stress and more success by learning to deal with the inevitable change.

Change Happens: How to successfully navigate yourself and others through change (WCU-Molly Nece, Office of Training and Organizational Development): Assess your readiness for change and what you are going to do to help yourself and those around you to get through the next change in today's fast paced world.

Teleseminar:

- **Change Anything: The New Science of Personal Success (WCU-Joseph Grenny, Author of the best selling book *Influencers*):** Learn how to apply three breakthrough principles to change any personal challenge you face. Understand the fastest and surest way to dramatically improve results in both work and life. Gain a clearer understanding of the real forces that shape our actions can enable us to make better decisions, change our outlook, and replace bad habits with good. *(TIME: 20 minutes)*
- **Learning to Thrive in Times of Change (WCU- Elaine Kempster, CEO of Inner Journey Coaching):** In this three part teleseminar series, join Elaine Kempster, speaker, certified coach and founder of Inner Journey Coaching, as she shares how to move through personal and professional change with clarity and confidence. Gain valuable insights and new perspectives on how to thrive in times of change and learn how to view change as an accelerator for personal growth. *(TIME: 40 minutes, three seminars)*

Webinar/Video:

- **Change Happens: Helping Yourself and Others through Change (WCU-Molly Nece, Office of Training and Organizational Development):** Watch, listen, and identify the roles between the change imposer and the change imposed; explore strategies on how to move yourself and others through change; understand reasons for change adversity; and learn how to take a proactive approach in making change easier on yourself and others. *(TIME: 20 minutes)*

E-zine:

Change Catalyst E-zine (WCU-Molly Nece, Office of Training and Organizational Development): Change is a part of everyday life. Sign up to receive this monthly e-mail and gain the skills and strategies on how to move yourself and others through change. *(TIME: 9 month e-newsletter beginning October of every year)*

PERSONAL ACHIEVEMENT AND PROCESS IMPROVEMENT

(AUDIENCE: ALL EMPLOYEES)

Facilitator Led: Departmental/Divisional Request Only

Lean Six Sigma: Process Improvement and Eliminating the Waste (WCU-Molly Nece, Office of Training and Organizational Development): Lean Six Sigma is a systematic and endless process of waste elimination driven by the customers' expectation to achieve "service at the highest quality, lowest cost and shortest time with maximum flexibility". Learn "Lean" strategies, identify broken processes and inefficiencies, and leave with a plan of action to eliminate the waste that they have control over.

Achieve Your Highest Priorities (WCU-Molly Nece, Office of Training and Organizational Development): Learn how to establish and focus on the most important goals that move your organization forward, and enjoy a greater sense of job satisfaction.

How Clear Is Your Mirror? Coaching Yourself to a Brighter Future (WCU-Scott Sherman, Office of Training and Organizational Development): Discover the five powerful self coaching strategies, including effective goal setting and ways to maximize the environment for productivity and success. Leave with an action plan to make an immediate impact on your professional and personal life.

Activate Your Stress Buster Plan (WCU-Molly Nece, Office of Training and Organizational Development): Explore the top 10 stressors in today's workplace. Learn the techniques that can be immediately used to manage stress especially in times of change and uncertainty. Program includes a 30 page planning workbook to customize their stress busting action plan.

The Power of Positive Thinking, Believing & Being (WCU-Molly Nece, Office of Training and Organizational Development): Gain and apply the power of positive thinking and influence others in the process.

Organize Yourself from the Inside Out (WCU-Molly Nece, Office of Training and Organizational Development): Become empowered to identify, examine, and confront the organization's roadblocks. Gain a foolproof method and action plan for customizing space to reflect who you are and what is important to you.

Teleseminar:

● **Achieving Your Highest Priority (WCU--Molly Nece, Office of Training and Organizational Development):** Based on Steven Covey's book, First Things First. **(TIME: 40 minutes)**

■ **Social Security Simplified (WCU-Ed Lafferty, Office of Social Security Administration):** Take the guess work out of Social Security. This two part teleseminar series (recorded in 2010) will equip you with the knowledge needed to better understand Social Security benefits. **(TIME: 40 minutes each, recorded Spring 2010)**

● **Coach Yourself to a Brighter Future (WCU-Scott Sherman, Office of Training and Organizational Development):** Understand what coaching is and what skills you need to coach yourself and how you can use coaching with the employees you supervise. Learn how to eliminate or reduce the fears preventing you from achieving your goals and how you can keep negative people from zapping your energy. **(TIME: 40 minutes)**

● **Whole Brain Thinking and Mind Mapping: Tools for Success (WCU-Molly Nece, Office of Training and Organizational Development):** Gain an understanding of right-brained, left-brained, and whole brain thinking. Assess your whole brain quotient and have a firm understanding as to why this is important. Learn how to get your teams to think with their whole brain and tap into how to use divergent and convergent thinking to come up with the best solutions. **(TIME: 40 minutes)**

■ **Succeeding in an Uncertain Economy: Improve Your Operations (WCU-Molly Nece, Office of Training and Organizational Development):** You can develop the best business strategy and hire the best talent and still fail. Tap into proven tools to successfully implement business improvements including process mapping techniques, documentation of standard operating procedures, elimination of wasteful practices, and value-added vs. non-value added activity analysis. **(TIME: 40 minutes)**

■ **De-stressing the Holidays (WCU-Molly Nece, Office of Training and Organizational Development):** Listen to insights and strategies to simplify the holidays and manage the anxiety that often comes with it-Including tips that will help you throughout the year. **(TIME: 40 minutes)**

■ **Reframing Success and Goal Setting (WCU--Molly Nece, Office of Training and Organizational Development):** Listen how to focus on what went right by taking the "Litmus Success Test" and gain free goal setting resources so that you can experience future success in all facets of your life! **(TIME: 40 minutes)**

Webinar/Video:

- **Career Management: Re-invent and Re-engage (WCU-Eric Kramer, Innovative Career Services):** Listen and watch this discussion about The Basic Career Goal (happiness), the "new" definition of career success, your personal brand, competing in the career marketplace and the importance of passion and purpose. **(TIME: 20 minutes)**
- **Stress Busters: Winning the War on Stress (WCU-Molly Nece, Office of Training and Organizational Development):** Watch, listen, and learn strategies to minimize the head trash and negative self talk ... and manage the good stress! Discover the strategies to write expressively, find Your 'worry spot/ belly breathe, eliminate negative beliefs, develop positive self talk, harness your Emotional Intelligence, practice active listening, and find humor in every day life. **(TIME: 20 minutes)**
- **Organize Yourself from the Inside Out (WCU-Molly Nece, Office of Training and Organizational Development):** Watch, listen, and become empowered to identify, examine, and confront roadblocks to getting and keeping your space organized. Gain a foolproof method and action plan for customizing space to reflect who you are and what is important to you. **(TIME: 20 minutes)**
- **Clock Tamers: Beat the Clock before It Beats You (WCU-Molly Nece, Office of Training and Organizational Development):** Watch, listen, and learn how to beat the clock before it beats you! Gain the strength and strategies on how to say no; assess ten competencies that are linked to effective time management; learn how to manage information in a way that makes sense; become disciplined in managing interruptions; gain the five strategies that will help you beat the clock; and ask yourself the questions that will help you avoid procrastination. It's a webinar you can't afford to miss! **(TIME: 20 minutes)**
- **Process Improvement: It's Everybody's Business (WCU-Molly Nece, Office of Training and Organizational Development):** Watch, listen, and learn what Lean Six Sigma is and how it can help your operations; explore how to apply five Lean Six Sigma Strategies; recognize the potential barriers to implementing Lean Six Sigma; and learn how to maximize buy-in and commitment. Process improvement and eliminating the eight wastes in your day to day operations is everybody's business! **(TIME: 20 minutes)**
- **How to Become a Whole Brain Thinker (WCU-Molly Nece, Office of Training and Organizational Development):** Watch, listen, and discover your brain dominance; how to tap into both sides of your brain; apply mind mapping strategies to increase productivity and creativity both individually and in groups; and become a member of an elite group of whole brain thinkers! **(TIME: 20 minutes)**

E-zine:

Working Leaner E-zine (WCU-Molly Nece, Office of Training and Organizational Development): Doing more with less can come with its challenges and opportunities. Sign up to receive this monthly e-mail and gain ideas on improving processes, getting organized, and managing stress, time and change. **(TIME: 9 month e-newsletter beginning October of every year)**

HEALTH AND WELLNESS

(AUDIENCE: ALL EMPLOYEES)

Webinar/Video:

- **Your Journey to Health and Wellness with Dr. Jeff (WCU-Dr. Jeff Chamberlain, Alumnus, Chamberlain Chiropractic):** In this six part teleseminar series, listen to Dr. Jeff and learn about the following topics: Secret Principles to Heal Your Body, Strategies to Reduce Stress, Strengthening and Toning Techniques, Bulletproof Plan to Boost Your Immune System, Strategies to Reduce Lower Back Pain, and Nutrition for Health, Energy and Vitality. (TIME: 45 minutes each, six seminars)
- **How to Raise a Healthier Family (WCU-Dr. Brian Shuffler):** Answer the question, "What is health?", master the keys to healthier family and learn how to get started on your family's journey to health and wellness. (TIME: 20 minutes)
- **Arthritis Management and Prevention (WCU- Dr. Brian Shuffler):** Gain knowledge about the definition and mechanism of osteoarthritis, how to protect your joints, and how to get started with your journey of arthritis management and prevention. (TIME: 20 minutes)
- **Three Steps to Fitness Success (WCU-Tonya Stroh, Get in Shape):** Motivate yourself to master the three steps to fitness success: have a goal, fit it in and stay motivated! (TIME: 20 minutes)

Highmark Healthy U E-Campaigns:

- **Color Your Plate:** Color Your Plate is a fun and informative 6 week e-newsletter campaign is packed with recipes and tips for adding and enjoying more fruits and vegetables.
- **Prevention 101:** Prevention 101 is a 12-week preventive health care awareness e-newsletter campaign to engage the member and their dependents in obtaining regular, recommended preventive care. The campaign focuses on 12 weekly themes to help participants improve their understanding of preventive health screenings, exams, immunizations and risk factors. Participants use a manual that expounds on the monthly topic along with tracking logs to record exams, screenings and immunizations.
- **Maintain Your Mind:** Maintain Your Mind is a 6-week health challenge e-newsletter campaign designed to empower individuals to take steps to preserve and promote brain health across the lifespan. Participants will learn about "brain basics", explore the lifestyle factors that contribute to maintaining a sharp, active and optimally functioning mind and discover how to integrate brain boosting activities into their daily routine.
- **Eat Well for Life:** Eat Well for Life is a 6-week e-newsletter campaign designed to improve your nutrition habits and build a better diet using the eight building blocks.

INTERNAL AND EXTERNAL REFERRAL PARTNERS

More internal/external trainers and referral partners coming soon!

If you are interested in becoming a partner, contact Academy@passhe.edu

INTERNAL:

Bloomsburg: Kristina Wood, kwood@bloomu.edu

Millersville University: Melanie DeSantis, melanie.desantis@millersville.edu

Shippensburg University: Nipa Browder, nbrowder@ship.edu
 West Chester University: Scott Sherman, ssherman@wcupa.edu
 West Chester University: Molly Nece, mnece@wcupa.edu

EXTERNAL:

National Seminars Training: A Division of Rockhurst University www.nationalseminarstraining.com

CUSTOMIZED PROGRAMMING COSTS FOR WCU FACILITATORS

 TELESEMINAR AND MEDIA SITE VIDEO COSTS				
	Bronze	Silver	Gold	Platinum
Pre-recorded Program	✓			
Live 40 Minute Program (no Q&A)		✓	✓	✓
Recording/Video Access (calendar year)			✓	✓
20 Additional Minutes for Q&A				✓
Workbook (PDF format)				✓
	\$50	\$200	\$250	\$300

Universities ordering 4-6 programs throughout a calendar year receive a 5% discount; 7 or more ordered programs are discounted 10%. For a program series, each part counts as one. For example, a three part pre-recorded series costs \$150, while a 4 part pre-recorded program costs \$180 (due to the 5% discount). To schedule a complimentary, informal, 30 minute needs assessment, contact mnece@wcupa.edu or 610-738.0476.

 KEYNOTES AND WORKSHOPS				
	Bronze	Silver	Gold	Platinum
Keynote	✓			
½ Day Workshop		✓		
Full day Workshop			✓	✓
PDF Workbook			✓	✓
Follow-up 40 Minute Teleseminar				✓
	\$250	\$500	\$750	\$950

Costs do not include travel or additional instructional design costs. Customized facilitator led program, live webinar/teleseminar, or coaching services: Contact orgdev@wcupa.edu to schedule a complimentary, informal needs assessment.