2024 Professional Development Catalog

ECU Human Resources

Learning & Organizational Development

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# Buried Treasure at ECU

**Training Description:** This training provides employees with an overview on the perks and supplemental benefits that ECU has to offer. This training includes information on free tuition, pharmacy delivery services, discounts, free memberships, and much, much more.

**Training Length**: 1 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Mary Hardin; Email: HRDevelopment@ecu.edu

# Customer Service

**Training Description:** This training provides employees with an overview of the essential tools necessary to provide quality customer service. Topics include communication basics, face to face customer situations, email and telephone etiquette and addressing customers in difficult situations.

**Training Length**: 1 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Mary Hardin; Email: HRDevelopment@ecu.edu

# Conflict Resolution

**Training Description:** This training is designed for Supervisors, Managers and Executives. Topics include intervening in workplace conflicts, achieving win-win results, identifying personnel conflict before it happens, and appropriate methods to facilitate mediation.

**Training Length:** 2 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Rob Weatherly; Email: HRDevelopment@ecu.edu

# Difficult Conversations

**Training Description:** This training is for employees, supervisors, and leaders who want to learn techniques for managing all kinds of difficult conversations in the workplace. We’ll learn about tough conversations with peers, providing critical feedback to direct reports, and how to approach touchy subjects with your manager.

**Training Length:** 1.5 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Rob Weatherly; Email: HRDevelopment@ecu.edu

# ECU Professional Development Resources

**Training Description:** Unlock your professional potential with our session on professional development resources that you can take advantage of! Explore a wealth of resources tailored for employee growth, from skill-building opportunities to training programs to career development pathways. Learn how to leverage these resources effectively, empowering yourself to chart a path toward career advancement and personal success.

**Training Length:** 1 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Rob Weatherly; Email: HRDevelopment@ecu.edu

# Effective Leadership Communication

**Training Description:** This training begins with a general overview of the types of communication and then discusses communicating through email, during meetings and finally during a presentation. You will learn best practices and useful tips for communicating effectively during all of these different instances.

**Training Length:** 1 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Mary Hardin; Email: HRDevelopment@ecu.edu

# Everything DiSC Workplace

**Training Description:** PENDING

**Training Length:** 2 – 8 hours depending on preference

**Cost:** $80 Per Person for DiSC Report

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Christy Carraway; Email: HRDevelopment@ecu.edu

# HR 101 For New Supervisors

**Training Description:** This course is designed to educate new supervisors about the services Human Resources can provide. The training will take a look at the different units within HR and discuss what resources and services that employees and managers have access to.

**Training Length:** 1 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Mary Hardin; Email: HRDevelopment@ecu.edu

# Introduction to Servant-Leadership

**Training Description:** This training explains the concept of Servant-Leadership and the 10 key principles. It explains how to take these principles and use them as a leader at ECU.

**Training Length:** 1.5 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Christy Carraway; Email: HRDevelopment@ecu.edu

# Managing Workforce Challenges

**Training Description:** In this workshop, we’ll focus on how to address four of these challenges effectively: stress, burnout, mental health, and retention. We’ll discuss how to recognize these challenges as they present themselves, as well as some basic strategies to manage your team through them.

**Training Length:** 1 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Rob Weatherly; Email: HRDevelopment@ecu.edu

# Virtual & Hybrid Management

**Training Description:** The new age of work involves a whole new realm of skills related to virtual and hybrid work environments that leaders must master to drive success. In this course, we’ll cover best practices to keep your team effective, engaged, performing, and satisfied whether they work in the office or in a remote location. We’ll talk about methods for engaging hybrid teams in multiple locations, as well as how to address some of the challenges that these environments present.

**Training Length:** 1 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Rob Weatherly; Email: HRDevelopment@ecu.edu

# Problem Solving for Professionals

**Training Description:** In every job, we face challenges on a regular basis. Technology doesn’t always work the way we expect it to, and even the best-laid plans can result in disaster. By learning tactics to solve problems both small and large, you’ll be equipped to become to go-to person in your department. In this course, you’ll learn about the basic methodologies of troubleshooting and overcoming problems. We’ll discuss ways that you can prepare for the unexpected, and how you can adjust your approach to almost any situation in a calm, collected, and methodical manner.

**Training Length:** 1 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Rob Weatherly; Email: HRDevelopment@ecu.edu

# Professional Communication in the Workplace

**Training Description:** PENDING

**Training Length:** 1 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Mary Hardin; Email: HRDevelopment@ecu.edu

# SMARTER Goals

**Training Description:** Setting goals is one of the most critical activities an organization can engage in, and here at ECU it’s a core component of the Performance Management cycle.  In this session, we’ll discuss how to use the SMARTER goal setting methodology to ensure that the goals you set for yourself and your teams drive the right behaviors and align with your organization’s long term strategies.  When you leave this session, you should have a clear understanding of how to make your goals SMARTER and more effective.

**Training Length:** 1 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Rob Weatherly; Email: HRDevelopment@ecu.edu

# Survivor Challenge

**Training Description:** PENDING

**Training Length:** 1.5 hour

**Training Type:** In Person Only

**Training Contact:** Mary Hardin or Christy Carraway ; Email: HRDevelopment@ecu.edu

# Teamwork Dynamics for Supervisors

**Training Description:**  In this course, we’ll cover the four stages of team development, and best practices for making sure your team is progressing through them in a constructive manner. If you’ve ever wanted to build that championship team in the workplace, this class is for you!

**Training Length:** 1.5 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Rob Weatherly; Email: HRDevelopment@ecu.edu

# The Why Training

**Training Description:** PENDING

**Training Length:** 2 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Christy Carraway; Email: HRDevelopment@ecu.edu

# Thriving in the Modern Workplace

**Training Description:** Today’s workplace is very different from the workplace our parents and grandparents prepared us for.  The levels of collaboration and engagement required to be successful are higher than they’ve even been, and the COVID-19 pandemic required employers and employees alike to change the way they think about work.  We’ll discuss some of these changes in this session and give you some critical tips to help you navigate this new landscape as you seek success in your own career!

**Training Length:** 1 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Rob Weatherly; Email: HRDevelopment@ecu.edu

Time Management

**Training Description:** This course provides tips on how to assess your time management skills, how to overcome procrastination, how to prioritize your work, set goals, and manage workflow including using Microsoft Outlook. **Training Length:** 1.5 hour

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Christy Carraway; Email: HRDevelopment@ecu.edu

# Well-Being Resources for Faculty and Staff

**Training Description:** ECU provides a wide range of well-being resources to support faculty and staff. In this session, you’ll learn more about the programs and services available, and how you (and sometimes even your family members) can use the resources to improve your overall well-being and work-life balance.

**Training Length:** 30 minutes

**Training Type:** In Person, Virtual or Hybrid

**Training Contact:** Rob Weatherly; Email: HRDevelopment@ecu.edu