



Organizational Development and Staff Diversity

Management Electives

Management Electives are designed for anyone who is currently a manager or supervisor or may be pursuing a manager or supervisor position in the future. There are no prerequisites or order of classes. Registration is required. For course content information, please contact [Marcy Miceli](#) or [Kristin Hocker](#).

OVERVIEW / COURSE OBJECTIVES

Partnering With Organized Labor

This module is presented by the HR labor team who will relate the role of the supervisor to the larger organization and the application of consistent fair management practices. Discussion will include the implication of past practice on the current situation and provide a perspective on the negotiation process. How arbitration is affected by a supervisor's actions will also be demonstrated. The role of a Delegate before, during, and after the progressive discipline interview is presented. An important segment of this module is a discussion of the proactive involvement of Human Resources in working with departments and supervisors of represented staff. **This class is offered to those who supervise represented staff. 2-hour class. Offered in the spring only.**

Presentation Skills

Participants learn how to design a presentation to meet the needs of their target audience. Through participation in activities, attendees will improve their presentation skills, identify and demonstrate characteristics of effective training, gain comfort in presenting to diverse groups, effectively use training tools and equipment, and manage difficult participants. **A series of four classes, 3 hours each; must attend all four classes. Offered in the summer only.**

Working in a Harassment-Free Environment

As a manager or supervisor, everything you say or do can pose a legal issue for you and the University. The class addresses the University of Rochester Policy Against Harassment and Discrimination (Policy 106); the legal definitions of discrimination, hostile work environment, sexual harassment and retaliation; the supervisor's

obligations when notified of a potential harassment, discrimination or retaliation situation; and the steps a manager must take to ensure a nondiscriminatory and comfortable work environment. **This is a mandatory class for all Medical Center supervisors and managers.** The program is presented by Peg Lee, Human Resource Manager, Medical Center. **1.5-hour class. Offered in the fall and spring.**

COURSES ONLY OFFERED ONLINE (VIA BLACKBOARD)

Generations in the Workplace

This course explores the five generations currently in the workplace, each with its own set of ideas and methods. Learn to appreciate how each generation brings different core values and contributions to the workplace, adding another dimension of diversity and creativity. If you have a Blackboard account, you can self-enroll by clicking http://bb.rochester.edu/enroll/user_enroll.cfm?enrollmentID=26hg. (If you do not have a Blackboard account, click *Request an Account* at the top of the Blackboard Support Page at <http://www.urmc.rochester.edu/blackboard>.)

Interviewing Skills

The Interviewing Skills Program is a three-part series that explores tips and techniques for planning and conducting successful interviews. The series includes information on preparing interview questions that are job-related, appropriate and legal; how to create an environment for the interviewee that is comfortable; the post-interview process and the laws that govern hiring practices. If you have a Blackboard account, you can self-enroll by clicking http://bb.rochester.edu/enroll/user_enroll.cfm?enrollmentID=2ki3. (If you do not have a Blackboard account, click *Request an Account* on the top of the Blackboard Support Page at <http://www.urmc.rochester.edu/blackboard>.)

Managing Change: Surviving and Thriving in Today's Environment

This course explores the types and characteristics of change, how individuals react, and the reasons for resistance. Learn to successfully navigate change in the workplace and sustain it using a proven methodology. If you have a Blackboard account, you can self-enroll by clicking http://bb.rochester.edu/enroll/user_enroll.cfm?enrollmentID=2a4j. (If you do not have a Blackboard account, click *Request an Account* on the top of the Blackboard Support Page at <http://www.urmc.rochester.edu/blackboard>.)