Building Strength through Diversity

Career Management

Classification Workshop

Coaching for Improved Work Performance

Emotional Intelligence

Employee Relations Solutions

Leadership Skills

Preventing and Responding to Violence in the Workplace

Supervisory Certificate Program SCP

The Supervisory Certificate Program is designed to give staff professional development training in the key areas of supervisory and leadership competencies, policies and procedures and people skills. Courses can be taken as stand-alone courses or as a complete certificate program.

- All SCP offerings for Spring ’21 will be offered via Zoom. Link provided 24 hours in advance to those registered.
- Pre-registration is required. We request that you cancel 48 hours before a scheduled class to avoid course fees.
- Individuals on a waitlist will be notified by HR of space availability based on cancellations.
- In accordance with our waitlist standard, “swapping” a registered participant with a non-registered participant, is not permitted.
- Walk-ins (including individuals who remain on the waitlist) cannot be accommodated.
- Courses that span over multiple days require attendance at all sessions for course credit.
- Arrival more than 15 minutes late may result in no credit for the course. Course fee will apply.

To register please visit the UC Learning Center or click on the courses offered this quarter. More information: daniel.costanza@hr.ucsb.edu


**Leadership Skills**  
Wednesday, April 7 | 8:30-4pm | $70

There is a big difference between managing people and truly leading people. This course helps participants define and learn how to develop the skills and mindset to become a more powerful and influential leader. You will learn how leaders develop and use power, learn about different leadership styles and characteristics of great leaders as well as how to be an ethical leader including how to influence those around you.

**Classification Workshop**  
Tuesday + Thursday, April 13 + 15 | 9-12pm | $60

Examine campus classification and compensation programs, policies and procedures. Learn how to write and update job descriptions, request job classification reviews, and structure positions per UCSB policies and procedures.

**Coaching for Improved Work Performance**  
Wednesday, April 14 | 8:30-4pm | $70

Successful supervisors have, by a combination of experience, skills, training and practice, developed strategies and methods to get the best out of themselves and their employees. Learn proven coaching techniques to solve workplace problems, improve performance and motivate employees.

**Building Strength through Diversity**  
Tuesday, April 27 | 8:30-4pm | $70

In this course, participants will gain an understanding of the elements and dimensions of culture to meet the challenges and integrate the strengths of cultural differences in the workplace. In addition, participants will learn about working with cross-generational teams, given today’s four-generational society.
Emotional Intelligence
Monday, May 3 | 8:30-4pm | $70

Emotional intelligence (EI) is vital to being an effective and high-performing employee, supervisor and leader. Explore the EI competencies: self awareness, social awareness, self management and relationship management. Learn and apply the tools and techniques to establish an EI framework which can optimize your professional performance and working relationships.

Employee Relations Solutions
Thursday + Friday, May 13 + 14 | 8:30-12pm | $70

Dealing with employee relations issues can be one of the most difficult parts of a supervisor’s or manager’s job. Gain the knowledge and skills necessary to improve your management skills and effectively resolve the three most common employee issues: performance, attendance, and conduct. Also, learn about progressive discipline and the different forms of corrective action.

Career Management
Wednesday, May 26 | 8:30-12pm | $35

Take ownership of your individual journey by learning how to leverage your UC resources. In this half-day course, you’ll focus on working through the career development model in order to harness your own career power and discover yourself in the process. In order to maximize your participation in this course, please be prepared to share your UC experience in a safe and confidential environment.

Preventing and Responding to Violence in the Workplace
Wednesday, June 9 | 8:30-12pm | $35

In this workshop you will learn strategies and skills for dealing with disruptive and angry individuals. You will learn about warning signs, how to interact with an aggressive person, why an attitude of confidence and respect is important, practical ways to reduce interpersonal tensions, how to maintain your safety and prevent future incidents.
**Dilling Yang Staff Scholarship Program**

The purpose of the Dilling Yang Staff Scholarship Program is to support the professional development of our non-probationary career staff with a full-time-equivalent salary less than or equal to $5,300 per month.

For additional information regarding eligibility and other guidelines or to access the application, refer to the Dilling Yang Scholarship Application Form with Guidelines.

For information regarding HR Training courses and other training opportunities at UCSB, please visit the [UC Learning Center](https://www.ucsb.edu).

If you have any questions regarding the Dilling Yang Staff Scholarship Program, email:

Human Resources, Training & Development at daniel.costanza@hr.ucsb.edu

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**Scholarship Guidelines**

**Who?**
- Non-probationary career staff
- Full-time-equivalent salary less than or equal to $5,300/month

**What?**
- Eligible career staff may apply for scholarship awards for education, training, and other learning opportunities available at UC Santa Barbara
- Awards can be used for registration and educational fees only
- If selected, award is up to $500 per person per year

**When?**
- Summer: August 15
- Fall: October 15
- Winter: January 15
- Spring: April 1

**Where?**
- [Dilling Yang Scholarship Application](https://www.ucsb.edu)
- Open a ServiceNow Ticket

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**04**

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**S P R I N G ’ 2 1**
New Employee Orientation + New Employee Benefits Orientation

NEO + NEBO

New Employee Orientation

Who?
- New Hires
- Limited to Career
- Others who recently became benefits eligible or experienced a change of benefits eligibility

What?
- History + Culture of UCSB
- Policies + Procedures
- Training + Development Opportunities
- Services + Resources

When?
- 1st Tuesday of each month
- 9-11am

Where?
- Zoom

New Employee Orientation NEO

To implement recommended social distancing measures due to COVID-19, Human Resources is offering New Employee Orientation (NEO) via Zoom. Zoom links will be emailed directly to new employees that have signed up for NEO.

To request the zoom link: katherine.abad@hr.ucsb.edu

New Employee Benefits Orientation NEBO Webinar Offerings, Hosted by UC Path Center

Employees who are eligible for Full benefits and Primary Retirement Benefits
(UC Retirement Choice Program, UCRP):
Every Friday from 10:30am - 12:00 pm (weekly)

Employees who are NOT eligible for UCRP:
2nd Thursday of each month from 10:30 am - 12:00 pm (once a month)

Join the NEBO Webinar:
https://UCOP.zoom.us/j/9517875041 (link is external)
Meeting ID code: 951 787-5041
First Year Experience (FYE)

The First Year Experience (FYE) program is a 9-course follow-up to the New Employee Orientation and is typically held on the 1st and 3rd Thursday of each month, beginning at 9:10 a.m. (40 minutes) via ZOOM.

The FYE program will help you navigate your first year as a UCSB staff member and will invite you to explore the vast opportunities and support services available to you.

To register for each course, please visit the UC Learning Center, keyword FYE or click on the upcoming courses listed.

For more Information,
Jane Gama at janegama@ucsb.edu
This complimentary, mostly online, program is designed for anyone who manages or supervises others, or aspires to do so, and consists of 16 core plus 4 elective courses covering the following competency areas:

Performance Management, Hiring for Success, Strategic On-boarding, Managing Implicit Bias Program, Managing People, Administration and Operations, Change Management, and Communications.

In order to complete the certificate you must complete all core courses* and at least four elective courses. Completion of the UC People Management Series & Certificate also makes one eligible for participation in the UC People Management Conference.

All courses are available in the UC Learning Center, keyword PMCP
For more information email: hrtrain@hr.ucsb.edu

My UC Career
Discover Your Career Path

My UC Career is an online development portal available to all UC employees seeking to learn more about their strengths, skills and opportunities.

Six self-paced modules help users discover their internal UC career mobility options, highlight accomplishments and identify how they can achieve their career goals within UC.

Begin Career Discovery
Job Search
Resume
Tell Your Story
Network and Research
Pre and Post Interview

Accessing My UC Career
A UC email address is all that's needed to access the portal. Visit My UC Career Account and Login to create an account!
Explore the Achieving Results Core Competency and the coordinating course list below!

Log in today!

Continuous Improvement
Building a Coaching Culture: Improving Performance through Timely Feedback

Continuous Learning
Organizational Learning and Development

Problem Solving
Take a More Creative Approach to Problem Solving

Service Focus
Managing Customer Expectations for Managers

UC Core Competency Model
ABC's: Achieving Results

The purpose of the UC Core Competency Model is to serve as a foundational tool for the assessment and development of staff, managers and leaders at the University of California. Additionally, the core competencies are expected to be demonstrated in all employee roles in the University to some degree.

Achieving Results:
Strives for high-quality performance in self and the organization. Is resourceful, seeks alternatives and broad input; measures outcomes. Demonstrates responsibility and ownership for one’s job and career path by identifying and expanding skillsets needed to perform successfully on the job. Anticipates and identifies problems; conducts appropriate analysis to understand stakeholder interests. Values and delivers high quality, professional, responsive and innovative service to all customers.