Training Presentations

Listed below are available classes that can be presented in one hour sessions.

**PROFESSIONAL SKILLS**

**Ouch! Your Voice Makes a Difference** – impact of bias and disrespectful behaviors to workplace climate, with tactics for communicating respectfully and responding effectively to disrespectful behaviors

**My Superhero is Better than Yours** – common characteristics and values of the four generations in today’s workplace

**Successfully Transitioning Through Change: It Starts with You** – strategies for leaders and teams experiencing workplace transition

**Hi, Can I Borrow Some Time?** – specific tools and strategies for managing time

**Setting SMART Goals** – tools for setting and achieving SMART goals

**Customer Service Essentials** – strategies for providing excellent customer service to internal and external customers

**Listening: It Takes More...** – qualities, skills and behaviors of effective listening

**Evaluations are here! Best Practices for Employees** – overview of the performance management process

**Evaluations are here! Best Practices for Supervisors** – overview of the supervisory role in managing employee performance using the PCER (Plan, Coach, Evaluate and Reward) model of performance management

**TECHNOLOGY**

**Microsoft Office Tips & Techniques** – customized demonstrations of selected software programs to increase workplace productivity (e.g., Outlook, Word, Excel, PowerPoint)

**Information Management** – customized demonstrations of information management applications (e.g., One Note, SharePoint, Laserfiche)

**Microsoft Outlook** – tips to manage and organize email using rules and folders

**Microsoft Word: Formatting** – instructions and examples for creating “styles” to format consistent documents
Microsoft Office: Template Design – tips for customizing templates that adhere to the TAMU Brand Guide

Microsoft Excel: PivotTables – use of pivot tables to organize and manage data

Microsoft PowerPoint: Presenting Your Story – tools and techniques for presenting with PowerPoint

Adobe Photoshop: Fast Fixes – easy options to improve the overall quality of your image files

Request Process
To request a class, workshop or presentation, please complete and submit a Customized Services Request Form, found at employees.tamu.edu/pd/pdcustomizedservicerequestform/.

A PD representative will contact you to discuss your work group's professional development needs.

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