Employee & Organizational Development

**Training Shorts: 1-Hour Training Presentations**

Employee & Organizational Development (EOD) classes and workshops can be specially scheduled upon request. In addition, many topics can be condensed and delivered as “training shorts” to accommodate the flexible scheduling needs of Texas A&M departments and organizations, such as being delivered during department staff meetings. Listed below are topics that can be presented in one to two hour sessions. Additional topics, specific learning objectives, and customized content will be negotiated upon request.

**PROFESSIONAL DEVELOPMENT**

**Ouch! That Stereotype Hurts** – the impact of stereotypes and biased statements in the workplace and strategies for speaking up without blame or guilt

**It’s About Respect** – examples and implications of disrespectful behaviors in our diverse workplace and strategies for responding effectively when encountering disrespectful behaviors

**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

**Generations in the Workplace** – common characteristics and values of the four generations in today’s workplace

**Leading and Navigating through Change** – strategies for leaders and teams experiencing workplace transition

**Building Trust** – benefits of and leadership strategies for building and maintaining trust in the work environment

**Business Writing** – customized topics to improve business writing (e.g., email etiquette, common errors in grammar and punctuation, active vs. passive voice, quick tips for more effective editing, inverted paragraph writing, setting the tone)

**Time Management** – specific tools and strategies for managing time

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

**Personal Productivity** – tools and strategies for working more efficiently

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

**Active Listening** – qualities, skills and behaviors of effective listening

**Team Effectiveness Tools** – characteristics of successful teams and tools for team effectiveness

**The Communication Process** – communication process overview, communication pitfalls, and strategies

**Giving and Receiving Feedback** – elements of positive and constructive feedback

**PATHways for Success** – overview of the performance management process
**Supervisory Best Practices** – overview of the supervisory role in management employee performance using the PCER (Plan, Coach, Evaluate and Reward) model of performance management

**Meeting Management** – tools and strategies for increasing meeting effectiveness

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**TECHNOLOGY TRAINING**

**Microsoft Office 2013 Demo** – what’s new and different in Microsoft Office 2013

**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: Size it Right** – techniques for resizing, cropping, adding canvas and saving your image files

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

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**Request Process** To request a class, workshop or presentation, please complete and submit a Customized Services Request Form, found at [http://EODinfo.tamu.edu/customized-services/](http://EODinfo.tamu.edu/customized-services/). An EOD representative will contact you to discuss your work group’s professional development needs.

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