- Understand you are the face of the university and act accordingly

Accountable for ourselves and to others
- Honor commitments
- Take ownership for all assigned responsibilities
- Operate in compliance with university policy and state regulations
- Hold yourself accountable for accomplishing departmental goals and meeting standards
- Hold yourself to a higher standard of public accountability
- Actively engage in teambuilding activities

Dedicated to life-long learning
- Keep abreast of new developments in your own occupation or profession
- Actively seek to develop yourself professionally and personally
- Contribute to learning opportunities for teammates and colleagues
- Show a willingness to learn from others
- Seek feedback for continuous improvement
- Take advantage of Just-in-Time training to improve your skill set

Efficient in Operations
- Deliver on time, within budget, and with the expected quality
- Set goals and prioritize your work
- Be flexible; adjust to changing circumstances
- Use time wisely and efficiently
- Develop clear goals that are consistent with agreed-upon strategies
- Maintain work/life balance
- Manage health and stress, adjusting habits to avoid foreseeable risks which may impact your ability to work

---

SO WHAT DOES IT ALL MEAN TO YOU?

- With Training U., staff employees will have training available just-in-time, when they need it, to help enhance their core competencies.
- All courses, both Instructor Led Training (ILT) and online, are offered free-of-charge to all staff employees, providing a cost-effective means for meeting training needs without breaking the departmental budget.
- Once completed, training will automatically be added to an employee's transcript in Talent Management.
- Each employee will have the ability to print a certificate of completion and maintain a record of training no matter where they go.
- Both staff-level and management-level courses are available to all staff with no restrictions.

The Learning Academies @SHSU: Year 2 Catalog

Training University: "Maximizing Employee Potential"

What is Training University? Also known as Training U, this is the learning academy aimed at enhancing SHSU's core competencies for staff employees.

By completing courses from Training U., staff will gain a firm foundation upon which to prepare for future professional opportunities or to enhance current skills.

Who is Training U for? This learning academy is for all staff employees interested in fulfilling their annual professional development training requirements. Managers who want to enhance their skills are also invited to attend.

What are the advantages of Training U?
There are many advantages:

- Training U offers a way for staff to prepare for the next level of their careers or expand current skills and knowledge.
- Training U is an easy way for staff to fulfill their required hours of professional development training during the annual performance appraisal period.

- Training U offers both live and online training to fit everyone's busy schedules.
- Registration for Training U courses is through Talent Management and will automatically be added to a user's transcript once completed.

WHAT ARE CORE COMPETENCIES?

Core competencies are the interpersonal skills, knowledge, and attributes that distinguish and define excellent performers.

Core Competencies for Staff

SHSU's Staff is…

Committed to SHSU's Vision & Mission

Innovative in thinking

Effective in communications

Accountable for ourselves and to others

Dedicated to life-long learning

Efficient in operations

Core Competencies for Managers

In addition, our managers…

Support the Strategic Plan

Provide leadership

Empower others

Comply legally and ethically

Manage performance

Build trust

Sam Houston State University
MEMBER THE TEXAS STATE UNIVERSITY SYSTEM™

Training University Catalog 2015

TRAINING UNIVERSITY'S INSTRUCTOR LED TRAINING (ILT)

There are plenty of in-person courses being offered through Training U. Registration opens in January 2015. The **schedule of ILT classes** is listed below. Specific dates are announced a few weeks before the date of the class and can be found by going to My Sam>Employees tab>Human Resources>Talent Management link. Go to Learning>Browse for Training>Training University to search for available courses.

1. E-Colors Awareness for Teams
Special combined Training U./Management Academy class. Managers are encouraged to bring their teams. Learn about personality preferences, both your own and your team's; identify ways that you can work more productively with employees who have different behavioral styles; learn how to use personality preference awareness to reduce conflict and increase efficiency in the workplace. 3.25 credits. **February 2015.** *Core competencies: Innovative in thinking; Committed to vision/mission; accountable to ourselves and to others; build trust.*

2. Stress Management
Measuring stress levels and planning for effective work/life balance. 1.25 credits. **April 2015.** *Core competencies: Innovative in thinking; accountable for ourselves & to others; dedicated to life-long learning; efficient in operations.*

3. Emotional Intelligence
Research suggests that one's success is much more likely to be a product of one's emotional intelligence than cognitive I.Q. Unlike cognitive I.Q., emotional intelligence is a skill that can be learned and increased by almost everyone. 1.25 credits. **May 2015.** *Core competencies: Committed to vision/mission; dedicated to life-long learning.*

4. Generations - Understanding Your Student Workers.
How to work with and/or best manage student workers to develop their full potential and effectively meet the department's needs. 1.25 credits**. June 2015.** *Core competencies: Committed to vision/mission; effective in communications.*

5. Managing Change and Building Resiliency.
Understanding the types of change, how to deal with them, and how to build resilience for the days ahead. 1.25 credits. **September 2015.** *Core competency: Efficient in operations.*

6. Project Management for Non-Project Managers.
Never managed a project before? Have no idea how to get organized? Could you use some tips from a certified project manager? Learn key techniques for managing a project when you are not a project manager. 1.25 credits. **October 2015.** *Core competency: Efficient in operations.*

7. Written Communication Skills.
How to avoid the most common errors in business writing, and tips for writing for different audiences. 1.25 credits. **November 2015.** *Core competencies: Dedicated to life-long learning; effective in communications.*

SKILLSOFT ONLINE TRAINING

In addition to offering ILT training, SHSU has partnered with SkillSoft, Inc., the online training provider, to make 1000+ online courses available through our learning management system (LMS), Talent Management. The online training provides thousands of hours of instructional content in six business solution areas, including:

- Professional Effectiveness
- Management & Leadership
- Project Effectiveness
- Sales & Customer Facing Skills
- Finance, HR & Administration
- Business Strategy & Operations

There are several curriculums targeted for different interest areas to make it easier to find the courses you want. Some are based on functional areas, while some are based on the core competencies. Here are a few examples:
- Administrative Professionals Curriculum
- Information Technology (IT) Professionals Curriculum
- Customer Service Fundamentals Curriculum
- First-time Managers Curriculum
- Student Worker Curriculum
- Wellness Curriculum
- Manager core competency – Comply legally and ethically
- Manager core competency – Manage performance

- Staff core competency – Effective in communications
- Staff core competency – Innovative in Thinking

BUT WHAT DOES IT LOOK LIKE?

The Core Competencies for Staff are defined as follows (using the professional development programs for Baylor University and the United Nations as a standard):

Committed to SHSU's Vision & Mission
- Understand the mission and your place in it
- Understand SHSU's role in the community
- Support the goals of the university
- Work effectively with people from all backgrounds
- Treat others with dignity and respect
- Support diversity in the workplace

Innovative in Thinking
- Think "outside the box" when problem-solving
- Take calculated risks on new and unusual ideas
- Take an interest in new ideas and new ways of doing things
- While respecting traditions, don't be bound by traditional approaches for their own sake
- Actively seek to improve programs or services

Effective in communications
- Speak and write clearly and effectively
- Listen constructively
- Practice appropriate telephone and email protocol
- Ask questions
- Share information with those who need it
- Understand and utilize different communication methods for different audiences