



University of Massachusetts Amherst

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**Memorandum**

To: Deans, Directors and Department Heads

From: Juan A. Jarrett  
Assistant Vice Chancellor for Human Resources

Date: October 19, 2006

Subject: Fall 2006 Workplace Learning & Development (WLD) and Labor/Management  
Workplace Education Programs (LMWEP) Programs

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Please find attached the Fall 2006 Supervisory Leadership Development Program (SLDP) outline offered by Workplace Learning and Development, and the Fall 2006 course offerings from the Labor/Management Workplace Education Program.

# Labor/Management Workplace Education

## Fall 2006 Offerings

To Register, please call 5-2031 for either a PDF version or a hard-copy of our unabridged brochure.

A joint effort sponsored by the University, AFSCME, USA/MTA, and PSU Unit B, we welcome you to review these offerings. Classes are free, on campus (most in Machmer or Goodell), and paid work release time is available with supervisors' approval.

### Advanced MS WORD

*Oct 12 - Nov 2, Thurs 11-1 pm*

This 4 week class explores some advanced functions of MS WORD. We will work on keyboard short-cuts, formatting tools, tables and formulas, graphics in text, indexing, and mail merge functions.

— Fran Fortino, Instructor

### ACCESS

*Jan 9 - Jan 30, Tu 9-11 am*

This 4 week class covers basic functions and terminology of MS ACCESS. We will learn to set up, enter data, and edit database tables; sorting, saving and printing options; and use of data input forms and reports.

— Fran Fortino & TBA, Instructors

### Bulls and Matadors – Workplace Conflict & Stress

*Oct 10 - Nov 7, Tues 10:30-12:30 pm*

All stressed out and no place to go? In a small group setting explore causes of workplace stress and conflict and possible solutions. Learn how to disagree but still be friends. Using role playing, creativity, humor, and reflection, we'll tackle actual challenges and real workplace issues we face, trying out alternative approaches as the class progresses. — Aggie Mitchkoski & Daria Fisk, Instructors

### Classism Rears Its Head

*Nov 14 - Dec 12, Tues 10:30-12:30 pm*

The un-named dragon, classism, lets some people think they're better than others. The result can be bullying, mistreatment, and even illness. Work with others to unmask the issue and find ways of restoring dignity and respect to all of us here at UMass, no matter what job, title, or pay. — Aggie Mitchkoski & Daria Fisk, Instructors

### Creative Problem-Solving & Teamwork

*Oct 11 - Dec 6, Weds, 9-11:30 am*

Feeling frustrated that sometimes the same old problems appear and reappear, in spite of our best efforts to solve them? Learn creative ways to actually get results, to think outside the box, and to work successfully with others. This course meets six times, plus two weeks of practicum, applying learned strategies and carefully considering follow-up action steps. — Chris Spicer, Instructor

## **Computers for Everyone: Windows, Word, & the Net**

*Oct 10 - Dec 12, Tuesdays, 11-1 pm*

A beginner class to learn the basic parts of a computer and how to use MS Windows and WORD to create documents. You will also get a free email account to send, receive and delete email. We'll explore the wonders of the Internet and do customized searches to find useful and fun information. — **Fran Fortino**, Instructor

## **EXCEL**

*Nov 9 - Dec 14, Thursdays 11-1 pm*

This 5 week class covers the basic functions and terminology of MS EXCEL. We will learn worksheet data entry, editing and formatting; saving and printing options; formulas and functions; data analysis and charts. Other topics may be added based on participant needs. — **Fran Fortino**, Instructor

## **Leadership I: It's Not Just for Somebody Else**

*Oct 12 - Nov 9, Thursdays, 1-3:30 pm*

Develop your leadership and communication skills in a comfortable, supportive group setting. Easy steps to discover your own leadership potential and preferred style, to recognize what motivates you and others, to experiment and build communication and action skills and strategies that get the results you want. — **Daria Fisk**, Instructor

## **Leadership II: Fireside Chats**

*Nov 16 - Dec 14, Thursdays, 1-3:30 pm*

Practice leadership and communication skills in a relaxed, mutual exchange by open dialogue with distinguished guests, from area legislators to community activists to prominent figures on and off campus. With open topics and everyone participating equally, it's easy to gain confidence and clarity in speaking and listening to what's really on our minds. — **Daria Fisk**, Instructor

## **Media Action & Education: UpFront Radio**

*Oct 10 - Dec 19 Tues 4:15-6:45 pm*

Bring new voices to the air on diversity and social justice and build your communication and teamwork skills while producing a worker radio show. Topics and guests are chosen by the team, producing free-flowing, thought-provoking programs on things you really care about. Sign on for an individual show or a series based on your time and interest. No experience needed. Airs every Tuesday 5:30-6:30 p.m. on WMUA, 91.1FM. — **Daria Fisk**, Instructor

## **Spelling, Reading, Writing, & E-Mail Basics**

*Oct 10 - Dec 14, Tu/Thur, 8:30 -10:30 am*

Want to improve your spelling, reading, writing, math, or email skills? Join this class to work at your own pace on a few skills at a time. Small projects help overcome fear of writing and using computers for email. No computer experience needed. Advanced ESOL students are also welcome.

— **Fran Fortino**, Instructor

## Teaching & Learning Together

*Jan 11 - Feb 8, Th 9:00am -12:00 pm*

Ever wonder what you'd be like as a co-teacher for a class of adult workers? Join veteran teachers for fun sessions to develop your teaching skills. Explore the unique qualities of adult learners and how teaching adults varies dramatically from what we experienced as children. In a relaxed, group setting we'll try out what works and explore a variety of approaches and skills involved. **Team taught** by LMWEP staff

## Workplace ESOL

*a) Beginning: Oct 11 - Dec 13, M/W, 9-11 am, Simeon Afouda, Instructor*

*b) Intermediate: Oct 11 - Dec 13, M/W, 1:15 to 3:15 pm, Amy Brodigan, Instructor*

*c) Intermediate: Oct 10 - Dec 14, Tu/Th, 1:15 to 3:15 pm, Simeon Afouda, Instructor*

*d) Intermediate: Oct 11 - Dec 14, W/Th, 1 to 3 pm, Carol Kim, Instructor*

*e) Intermediate: Oct 10 - Dec 14, Tu/Th, 7 to 9 pm, Liane Jeschull, Instructor*

Develop your English language skills by learning and practicing speaking, reading, writing, grammar, and pronunciation in a supportive, small-group setting of co-workers. Learner-centered discussions focus on workplace communication, multi-culturalism, and literacy skills. In-class tutoring is included.

## Writing for Work & Beyond

*Oct 13 - Dec 15, Fr 9-11 am*

Hone your skills in a small group setting to increase your writing clarity, power, and effectiveness. We'll focus on workplace themes and common concerns with time for writing exercises, sharing, editing, reflection, and discussion in a supportive, comfortable atmosphere. No need to think of yourself already as a writer.

— Leslie Fraser, Instructor



Workplace Learning and Development is currently offering an in-depth learning opportunity for University supervisors and managers interested in developing and strengthening their management and supervisory skills. The Supervisory Leadership Development Program brings together supervisors and managers from across campus to develop and refine the knowledge, skills and abilities needed for effective supervision. The series pays particular attention to integrating issues of diversity and multiculturalism into the program. Participants will have the opportunity to share their own knowledge and experiences while also exploring a broad range of practices for effective supervision.

The Supervisory Leadership Development Program (SLDP) is organized around the core practices of:

**Managing Self; Managing Others; Managing the Work; and Managing Systems.**

Building on this framework, we will cover topics such as Communication, Creating a Respectful Workplace, Organizing and Delegating, and Legal Issues and Campus Policies.

This semester we will offer the Supervisory Leadership Development program in two formats:

- **Six Week Course:** The in-depth course runs for six consecutive Tuesdays, October 31 - December 12 (skipping November 21) from 9:00 am - Noon
- **Monthly Sessions:** These monthly sessions give you an opportunity to take SLDP at your own pace with out the commitment of the in-depth six week course. Please see our brochure or website ([www.umass.edu/wld](http://www.umass.edu/wld)) for more information about registering for the monthly sessions.



## WL&D Workplace Learning and Development

In order to best support the learning and development of skills in this series, WL&D is also scheduling a "Transfer of Learning" Session for participants' supervisors to attend. This session will cover an overview of the series, and explore tools and strategies that can be used to support managers and supervisors in the series. Once participant's registration has been confirmed, information on the Transfer of Learning sessions will be sent to their supervisor.

At this juncture, we ask your assistance in identifying participants for the program. Please review this information and either return the form to register a participant or pass it along to departments or individuals that you feel would benefit from attending the SLDP. Space is limited to 23 participants in a series. The deadline for registering for this program is October 10.

Staff can use this form to register or encourage supervisors and managers to register with us on line at [www.umass.edu/wld](http://www.umass.edu/wld) Please feel free to contact Margaret Arsenault, WL&D, 545-5424 or [marsenau@admin.umass.edu](mailto:marsenau@admin.umass.edu) with any questions.

### SLDP Series Fall 2006

*Use this form to register for the six week series only. Register for the monthly session online at [www.umass.edu/wld](http://www.umass.edu/wld)*

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Unit/Department: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Supervisor's Name: \_\_\_\_\_

Mail To:

Workplace Learning & Development  
Attn: Dena Cooper  
303 Goodell Bldg.