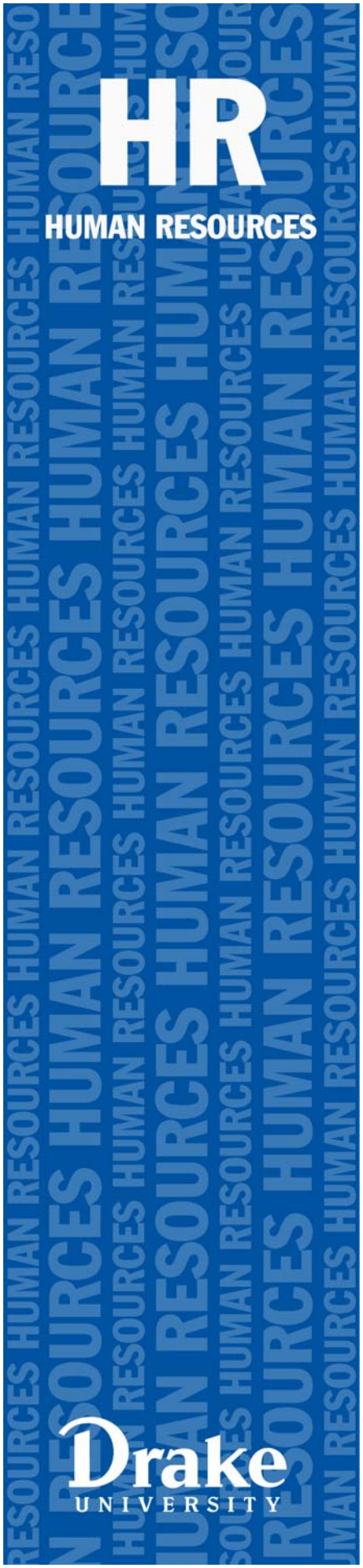
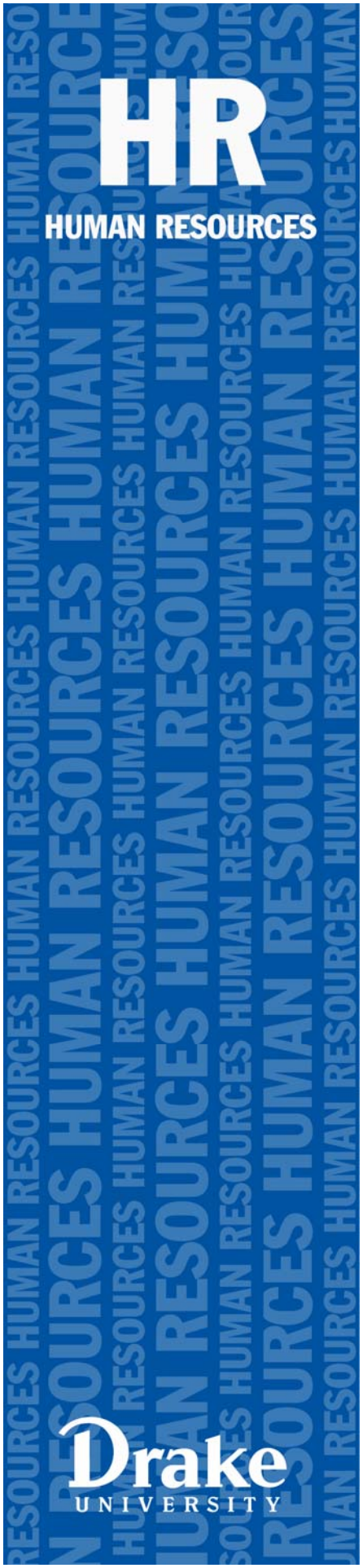


Excellence in Learning and Development

2006-07 Program



Excellence in Learning and Development

EXCELLENCE IN LEARNING AND DEVELOPMENT PROGRAM CERTIFICATE

Drake University values life-long learning among its faculty, staff and students. The Drake University Excellence in Learning and Development Program is designed with that in mind; emphasizing that varied and frequent learning opportunities enhance personal and professional growth and effectiveness.

The Excellence in Learning and Development Program includes many diverse offerings from which to choose. This booklet includes information about each of the program's offerings and facilitators. Additional sessions may be added throughout the year.

Once again, participants have the opportunity to earn an Excellence in Learning and Development Certificate by completing eight (8) hours of HR approved learning.

PROGRAM SCHEDULE AND OFFERINGS

Human Resources worked with various internal and external facilitators to design a comprehensive learning and development program. Each session is customized for Drake University; taking into account our culture, values and diverse operations. Special emphasis is placed on creating a learning environment conducive to a variety of learning styles and development needs. Feedback from various groups was solicited in determining appropriate topics, program schedules and facilitators.

In addition to the sessions offered by Human Resources, the Drake University Information Technology Department and the Drake Telemedia Center also offer on-campus training and development opportunities. A complete listing of IT Department offerings in included in this booklet. To enroll for a program offered by DTC go to www.drake.edu/dtc

Sessions offered by OIT and DTC count toward the eight (8) hour certificate requirement. If you enroll in one of these programs your attendance information will automatically be shared with HR for purposes of application toward the 8-hour Excellence in Learning Certificate.

In addition, Human Resources will announce opportunities to participate in other on-campus learning sessions – such as those offered through the Drake University Business Link. These sessions will also apply toward the Excellence in Learning Certificate program. Watch the Human Resources web site for more program offerings.

HR HUMAN RESOURCES Drake UNIVERSITY

PROGRAM SCHEDULE

P.O.W.E.R BUSINESS WRITING (3 HOURS)
This course is designed to improve overall business writing skills. Topics include selecting suitable communication formats, identifying necessary content and a review of grammar, spelling and punctuation. Participants will be asked to submit a writing sample prior to the workshop.
Instructor: Jenny Lashier

Thursday, September 14
1 p.m. to 4 p.m.
Olmsted, 312-313

GLOBAL ISSUES IN HIGHER EDUCATION: WHAT THE DRAKE COMMUNITY SHOULD KNOW (1.5 HOURS EACH)
Speakers will bring an international perspective to issues relevant to higher education. Join the presenters from our own Drake community as we increase our cultural awareness and learn to understand Drake University in an international context.

China
Tuesday, September 19
12:30 p.m. to 2 p.m.
Levitt Hall
Instructors: Mark Ferrara and Savannah Bao

Ethics in a Global World
Thursday, November 9
12:30 p.m. to 2 p.m.
Levitt Hall
Instructor: David Skidmore

Uganda
Thursday, February 8
12:30 p.m. to 2 p.m.
Levitt Hall
Instructors: Jimmy Senteza and Glenn McKnight

China/Russia
Thursday, April 19
12:30 p.m. to 2 p.m.
Levitt Hall
Instructor: Eric Johnson

THE INFORMATION ADVANTAGE: COWLES LIBRARY RESOURCES (2 HOURS)
Do you feel like you are choking on data smog and information overload? This session is designed to uncover the wealth of helpful resources that Cowles Library offers to all employees. This session will be tailored to reflect the professional and personal information needs of Drake employees. Enrollment is limited to 20.
Instructors: Bruce Gilbert & Susan Breakenridge

Wednesday, September 20
9 a.m. to 11a.m.
Cowles Library Electronic Classroom

THE LEADER AS COACH AND MENTOR (4 HOURS)
This interactive session helps leaders explore leadership expectations for developing others. Planning tools for coaching meetings will be introduced, along with suggested strategies for giving frequent feedback to motivate consistent excellence. Assess your mentoring skills and potential. This course is highly recommended for anyone who manages others.

Thursday, October 12
Noon to 4 p.m. (Lunch available at 11:30 a.m.)
Olmsted 310-311

Tuesday, January 9
Noon to 4 p.m. (Lunch available at 11:30 a.m.)
Olmsted 312-313

TEAM BUILDING FOR BETTER CONSTITUENCY SERVICE (2 HOURS)
Constituency service in the jungle? You bet! Join us for a "hands on" scenario-based jungle escape that requires teamwork. Participants will enjoy working with new team members to build a model of "escape". We will explore the dynamics of effective teamwork on campus using the modeling-building exercise and create insights about keeping Drake's internal constituency service strong.
Instructor: Sherry Barrett

Tuesday, October 24
9 a.m. to 11 a.m.
Olmsted 312

Tuesday, February 6
9 a.m. to 11 a.m.
Olmsted 312

HR HUMAN RESOURCES Drake UNIVERSITY

THE COLLEGE SEARCH PROCESS: AN INSIDER'S VIEW (2 HOURS)
This program is designed to explain and demystify the college search process. The session will cover the steps students and their parents need to effectively navigate the admission and financial aid process. Participants will be given tips on what questions to ask and how to read between the lines.
Instructor: Tom Delahunt

Wednesday, November 15
9 a.m. to 11 a.m.
Olmsted, 312-313

TRUE BLUE: LIVING THE DRAKE BRAND (2 HOURS)
Learn about how branding can make a difference in your daily work. Discover your own brand and how to make it work for you.
Instructor: Brooke Benschoter

Tuesday, November 7
2 p.m. to 4 p.m.
Olmsted, 312-313

Tuesday, February 20
9 a.m. to 11 a.m.
Olmsted, 312-313

Thursday, March 1
2 p.m. to 4 p.m.
Olmsted, 312-313

WORKPLACE CONFLICT RESOLUTION (2 HOURS)
Communication provides the foundation for success and learning in all of our relationships. Without mutual understanding, individuals may face unresolved conflicts due to misinterpretation and confusion, thus reducing one's personal effectiveness and draining one's energy level and productivity. Explore the dynamics of unhealthy conflicts, examine conflict styles, and learn how to shift to solution-focused outcomes through effective communication skills.

Tuesday, December 5
9 a.m. to 11 a.m.
Olmsted, 312-313

CONGRATULATIONS, YOU'VE HIRED SOMEBODY! NOW WHAT? DEVELOPING AN ORIENTATION PLAN FOR NEW EMPLOYEES (1 HOUR)
It can take a lot of resources to hire the right person for the job. A well-developed orientation program can help ensure that a new employee succeeds. This program will consider the importance of orientation and identify resources to help develop, assess, and enhance an orientation program for full-time employees. *Instructor: Karen Wallace*

Thursday, February 15
2 p.m. to 3 p.m.
Olmsted, 312-313

STUDENT RECORD PRIVACY: YOUR OBLIGATIONS AND DUTIES (2 HOURS)
This course looks at existing federal laws that govern student confidentiality, including the Family Educational Rights and Privacy Act (FERPA) and the Health Insurance Portability and Accountability Act (HIPAA). If you have access to student records of any kind, this program will provide you extremely important information.
Instructor: Venessa Macro

Thursday, March 15
1 p.m. to 3 p.m.
Olmsted, 312-313

Tuesday, May 8
9 a.m. to 11 a.m.
Olmsted, 310-311

HR ROADSHOW: BRINGING INFORMATION AND EXPERTISE TO YOU! (1 HOUR)
Invite the Human Resources Staff to a departmental meeting and everyone who attends will receive one credit toward the Excellence in Learning and Development Certificate. This is a fun, interactive opportunity for your department to learn more about the Human Resources function, as well as to ask questions about anything from hiring procedures to benefit plan design issues. To schedule a roadshow appearance contact Laura Schwarz at 271-3133.

HR HUMAN RESOURCES Drake UNIVERSITY

OFFICE OF INFORMATION TECHNOLOGY
LUNCH AND LEARN SERIES (1 HOUR EACH)
Lunch and Learn sessions will be held once per month for a specific topic. Participants are encouraged to send questions ahead of time, bring a lunch, and come to discover the answers. Enrollment is limited to 12 for each session.

Word
September 21
12 noon to 1 p.m.
Carnegie Learning Lab

PowerPoint
October 19
12 noon to 1 p.m.
Carnegie Learning Lab

Excel
November 16
12 noon to 1 p.m.
Carnegie Learning Lab

Adobe Acrobat
December 14
12 noon to 1 p.m.
Carnegie Learning Lab

PhotoShop Elements
January 18
12 noon to 1 p.m.
Carnegie Learning Lab

To register for the OIT Lunch and Learn series, please complete the enrollment form in this program or call the Help Desk at extension 3001.

Facilitator Bios

SHERRY BARRETT - As a consultant, facilitator, trainer and coach, Sherry Barrett has assisted private and public organizations to improve communication, employee and systems productivity, manage change, and live their strategic values, mission and vision. Sherry has taught business and career planning courses at several colleges: Aquinas College, The Davenport College of Business, Drake University and North Iowa Area Community College. Sherry earned degrees in English, Education and Leadership. She is the author of *Keep Them Calling! Superior Service on the Telephone*.

SAVANNAH BAO - A native of Jiangsu province, Savannah Bao earned a B.A. in Management from Fudan University in Shanghai, an M.A. in Educational Psychology from the University of Colorado at Denver, and is pursuing a doctorate in education at Drake University. She is currently the assistant director of Drake's Chinese Cultural Exchange Program.

BROOKE BENSCHOTER - Brooke is the Drake University Director Marketing and Communications. She has had a 20-year career in corporate communications, advertising, public relations, brand management and marketing with organizations such as Pioneer Hi-Bred International Inc., Meredith Corp., ITA*Group* and the National Pork Board. She has worked on brand strategies for names like Frito-Lay, Texas Instruments, Mothers Against Drunk Driving and General Motors. She is currently working on a book about internal branding based on her experience.

SUSAN BREAKENRIDGE - Susan Breakenridge is the Coordinator of Administrative Services at Cowles Library and has been at the library for 13 years. She earned her Masters of Business Administration and Specialist in Education from Drake and is currently working toward her Doctorate in Education. She has a combination of over eight years of teaching experience at Drake, Grand View College and Upper Iowa University.

JUL BRUNS - As a Workplace Services Consultant, Jul provides companies with consultation, servicing, and training. Jul has presented on various topics; such as Conflict Management, Listening Skills, Stress Management and Resiliency, Managing Change, Ethics, and Work Life Balance. Jul Bruns is a Licensed Mental Health Counselor and has worked for Employee and Family Resources for over seven years.

MARK FERRARA - Mark has taught at Kyungnam University in South Korea, Fudan University in China, and on a Fulbright fellowship at Middle East Technical University in Turkey. He currently directs Drake University's Chinese Cultural Exchange Program and teaches world literature in the English department.

BRUCE GILBERT - Bruce Gilbert is the Director of Digital Libraries and Instruction at Cowles Library. He has been at Drake for 14 years. In addition to supervising the Library's growing instructional efforts, Bruce co-taught the Library's first "Information Literacy" courses, and taught one of Drake's first Web courses.

ERIC JOHNSON - Dr. Johnson is an Assistant Professor and Director of the Urban Education program in the School of Education at Drake University. He has experience working with urban and suburban districts to improve student academic performance. Moreover, he has facilitated numerous workshops with students, administrators, and teachers designed to develop cultural competency skills that promote learning in academically diverse settings. In the last two years he has started a research agenda that includes international implications of urban education. As a result, he has done research in Russia, China, and Nicaragua.

JENNY LASHIER - Jenny Lashier created the P.O.W.E.R. Business Writing course and has a passion for helping others hone their writing and communication skills. She earned a bachelor's degree in Public Relations from the A.Q. Miller School of Journalism at Kansas State University and her master's degree in Professional Studies in Higher Education from Iowa State University. Jenny has been training and consulting for ten years and teaches courses on Teambuilding, Time Management, and Email Essentials.

GLENN MCKNIGHT - Associate Professor Glenn McKnight teaches African history at Drake. His research touches on Uganda's early colonial history and on current theories and practices of development. He has lived, researched, and traveled in Uganda. He is presently establishing a five credit hour study abroad course in conjunction with Dr. Jimmy Senteza, which will take Drake students to Uganda for a 3-week study tour in summer 2007. The intent of this course is to give Drake students a first-hand taste of cultural life and livelihood issues that people in Uganda face everyday.

VENESSA MACRO - Venessa Macro is the Director, Human Resources at Drake University. She earned her Bachelor of Arts degree in Political Science at the University of Northern Iowa and her Doctor of Jurisprudence at Drake University Law School. Venessa came to Drake University after seven years as labor and employment counsel for Meredith Corporation.

DAVID SKIDMORE - David Skidmore is a Professor in the Department of Politics and International Relations at Drake University. He received his Ph.D. from Stanford University and taught at Hamilton College and the University of Notre Dame before arriving at Drake in 1989. During 1996-97 academic year, he taught at the Johns Hopkins Nanjing University Center for Chinese and American Studies in Nanjing, China. He currently serves as Director of the Drake University Center for Global Citizenship and is past Director of the Drake Curriculum and First Year Seminar programs.

JIMMY SENTEZA - Dr. Senteza is an Associate Professor of Finance in the College of Business and Public Administration at Drake. Jimmy has taught several courses in finance including introductory finance, corporate finance, international finance, investment analysis, and portfolio management. Together with Professor Glenn McKnight, he has developed a five credit hour study abroad course that will give Drake University students a first-hand experience of efforts to attain sustainable development in a sub-Saharan country, Uganda.

KAREN WALLACE - Karen Wallace is Circulation/Reference Librarian and Professor of Librarianship at the Drake University Law Library. Immediately prior to coming to Drake in 2000, Karen was Head of Community Services at the Des Plaines Public Library, where she helped overhaul the employee orientation program. She earned a B.A. in Religion and an M.A. in Library and Information Science from the University of Iowa. Karen is an active member of the American Association of Law Libraries and Mid-America Association of Law Libraries.

ENROLLMENT FORM

You may register by returning this completed form to Human Resources or by calling Laura Schwarz in Human Resources at 271-3133, five business days prior to the scheduled session. Enrollment is offered on a first-come, first-serve basis.

Name: _____

Department: _____ **Extension:** _____

P.O.W.E.R. BUSINESS WRITING

- ❑ Thursday, September 14
  1 p.m. to 4 p.m.
  Olmsted, 312-313

GLOBAL ISSUES IN HIGHER EDUCATION: WHAT THE DRAKE COMMUNITY SHOULD KNOW

- ❑ ***China***
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  Levitt Hall

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  Levitt Hall

- ❑ ***Uganda***
  Thursday, February 8
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  Noon to 4 p.m.*
  Olmsted, 310-311

- ❑ Tuesday, January 9
  Noon to 4 p.m.*
  Olmsted, 312-313

- ❑ *Check this box if you wish to have lunch as part of your enrollment in the Leader as Coach and Mentor course. Lunch will be served beginning at 11:30 a.m.

TEAM BUILDING FOR BETTER CONSTITUENCY SERVICE

- ❑ Tuesday, October 24
  9 a.m. to 11 a.m.
  Olmsted, 312

- ❑ Tuesday, February 6
  9 a.m. to 11 a.m.
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  November 16
  12 noon to 1 p.m.
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- Adobe Acrobat
  December 14
  12 noon to 1 p.m.
  Carnegie Learning Lab

- PhotoShop Elements
  January 18
  12 noon to 1 p.m.
  Carnegie Learning Lab