

UNIVERSITY WIDE TRAINING RESOURCES

The WSU online training system offers a variety of training for all levels throughout the university. Based on information from the 2014 employee engagement survey, HRS has identified specific training which may be beneficial in improving employee engagement system-wide.

COMMUNICATION:

[Workplace Communication: Giving and Receiving Feedback](#)

This course reviews the development stages of teams and emphasizes the importance of clear communication in the workplace. It includes an interactive survey to help participants determine their personal communication styles. Special attention is devoted to identifying different communication styles and the skills required to give effective feedback.

[Leadership and Communication](#)

This course is included in the WSU Department Chairs and Directors Workshop Series and provides a framework through which participants can:

- Assess personal leadership styles
- Learn how differences in leadership styles affect group process and morale
- Learn about different communication styles, rapport building, active listening, group and written communication
- Learn how to use WSU's Strategic Plan as a backdrop
- Convey messages that are clear and compelling

[Dreaded Conversations: Effectively Communicating Difficult News](#)

Do you sometimes have to deliver unpleasant news? How do you convey challenging information in a way that corrects problems, protects relationships and results in ultimate success? This workshop examines many of the common barriers to effective communication and provides tips and skills for successful interaction.

[Communicating for Results](#)

Do some people just seem to “get you” more easily than others? Do you seem to speak the same language, understand the same priorities and appreciate the same approach to things? Do you wonder why that is?

Engendering the collaboration and cooperation of others is critical to professional success. Communication skills underscore our ability to confidently approach those who are capable of giving us what we need to keep projects and processes moving forward. So too are patience, flexibility and the capacity for understanding the different social styles of colleagues. This course will explore how to tailor communications to best address the needs and interests of your audience. It includes a review of the “Rules of Asking for Cooperation,” a personal assessment of social styles, and communication tips for increasing the likelihood of productive relationships.

[Emotional Intelligence](#)

Emotional Intelligence. What is it? Why does it matter to me? Emotional Intelligence (EI) is a concept that relates to how we manage ourselves and how we relate to others. This session is designed to provide an overview of the components of EI, as well as to facilitate discussion on how we use it in our own management and leadership roles. Areas of application include corrective and disciplinary actions, effective communication and team development.

PROFESSIONAL DEVELOPMENT/ EMPLOYEE GROWTH:

The entire WSU Online Training system was established to encourage professional growth and employee development at Washington State University. The resources within the training system are infinite. Employees studying for professional certifications can utilize the system to find study guides and test prep exams. Employees looking to expand their knowledge on almost any given topic can run a search in the catalog and find courses, books, skill briefs and much more on their topic of choice. WSU also offers Instructor Led Training series on the following topics:

[Supervisory Training](#)

Explores the issues of supervision and management. Topics addressed in the series are recruitment processes, performance management, communication, leave policies and corrective action. Each course is facilitated by WSU professionals whose responsibilities include advising supervisors on workplace issues and concerns.

[Department Chairs and Directors Training Workshop](#)

Human Resource Services collaborates with the Office of the Provost to coordinate this annual series addressing such topics as faculty performance reviews, personnel issues, recruitment, leadership and communication.

[Fiscal Management Training Series](#)

Different concept areas within Fiscal Management have been developed to deepen knowledge and skills of WSU accounting systems, processes and procedures.

[Research Administration Series](#)

Designed specifically for those involved with the administration of sponsored programs, processes and requirements.

WORK ENVIRONMENT:

There are a number of different training and resources related to Work Environment, the specific Instructor Led Training related to work environment are listed below:

[Coping with Stress](#)

This workshop provides an introduction to the basics of understanding stress, stressors and the stress response in people. You will learn about the stress continuum and the four areas in which stress exists in all of us. You will be taught a simple breathing technique that the latest research demonstrates can be highly effective in managing the stress reactions in both our minds and our bodies. We will focus on ways you can begin to control how external & internal stressors affect you. We will talk about aspects of personality and behavior that can contribute to escalating our stress levels and how we may, with practice, learn to manage our unwanted and unhealthy responses to the stressors in our lives.

[Cultural Competency Training](#)

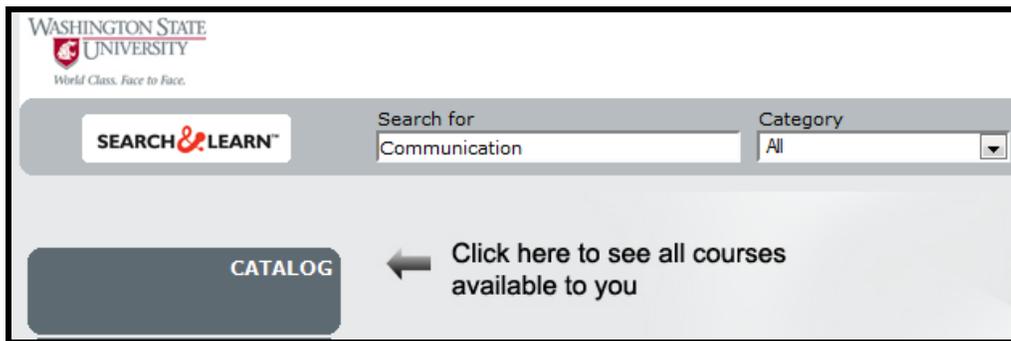
WSU's Diversity Education Program provides this course to give participants a competitive edge in today's multicultural labor market. Participants will learn how to deal with different cultural values, norms, customs and expectations in today's workplace using best practice techniques and real world leadership skills. Upon completion participants will earn a Certificate of Training.

In addition to the Instructor Led Trainings – the WSU Online Training System also features many courses, books, job aids and skill briefs on creating and maintaining an efficient positive work environment.

TRAINING TOPIC SEARCH:

All of the training resources provided, as well as other beneficial trainings and resources on a variety of topics can be found by logging into the [WSU Online Training System](#) or by viewing the Instructor-Led Training Schedule [http://hrs.wsu.edu/ILT Schedule](http://hrs.wsu.edu/ILT%20Schedule).

Thousands of additional resources such as books, online courses, simulations, and skill briefs are available by logging into your WSU Online Training account at <http://hrs.wsu.edu/skillsoft> and searching for the topic of your choice. For example "Communication" can be found in the catalog by entering the topic in the "search for" engine:



The screenshot shows the Washington State University logo at the top left with the tagline "World Class. Face to Face." Below the logo is a search bar with the "SEARCH & LEARN™" logo on the left. The search bar has two input fields: "Search for" containing the text "Communication" and "Category" with a dropdown menu set to "All". Below the search bar is a dark grey button labeled "CATALOG" and a text link that says "Click here to see all courses available to you" with an arrow pointing to the "CATALOG" button.

For additional questions regarding training resources, or accessing the online training system please contact Human Resource Services at 335-4521 or email your questions to hrstraining@wsu.edu.