



Office of Organizational Development
and Staff Diversity

Staff Classes

Staff classes are currently being transformed into online modules. Updates will be listed as classes are uploaded online.

The following classes are designed for nonsupervisory staff to develop the skills necessary to succeed and advance in their career at UR. Descriptions follow below, but for additional information, please contact [Kristin Hocker](#).

Appreciating Differences for Staff (UNDER CONSTRUCTION)

Uses an introspective approach to examine how personal life experiences, beliefs and values influence our view of the world we live in. The impact of stereotyping and bias on decision making and on an organization's ability to be successful will be examined.

Communicating Effectively

This series of three modules is intended to assist staff in identifying the key components of communication and provide techniques to help in delivering clear messages that are also reflective of one's intent and ability to communicate assertively. Participants will identify whether their words, voice and visuals clearly convey their messages. Self-enroll by clicking http://bb.rochester.edu/enroll/user_enroll.cfm?enrollmentID=2ek7 if you have a Blackboard account. (If you do not have a Blackboard account, click Request an Account at the top of the [Blackboard Support Page](#))

From Conflict to Conversation

This series of two modules covers the four factors that contribute to conflict as well as concepts such as Emotional Intelligence to determine how to best resolve conflict issues through response rather than reaction. Techniques such as the SBI feedback framework and Three-Line Assertion method to facilitate difficult conversations are also included. Self-enroll by clicking http://bb.rochester.edu/enroll/user_enroll.cfm?enrollmentID=2enb if you have a Blackboard account. (If you do not have a Blackboard account, click Request an Account at the top of the

[Blackboard Support Page.](#))

Time Management

Participants will address ways to reduce wasted time. The components of time management, the importance of establishing SMART goals, and the application of long-term and short-term time management tools and techniques are also included. If you have a Blackboard account, you can self-enroll by clicking http://bb.rochester.edu/enroll/user_enroll.cfm?enrollmentID=2ke2. (If you do not have a Blackboard account, click Request an Account at the top of the [Blackboard Support Page.](#))

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