

# General Classes

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

Classes are held in the spring, beginning in January, and in the fall, beginning in September, with the exception of Presentation Skills which is held only in the summer. Schedules and registration information are not available online; to be included on our distribution list for this information, please contact [Sharon McCullough](#).

## Appreciating Differences for Staff

Provides discussion and exercises to create an understanding of Diversity. Uses an introspective approach to examine how personal life experiences, beliefs and values influence our view of the world we live in. Examines the impact of stereotyping and bias on decision making and on an organization's ability to be successful. 2.5-hour class.

## Communicating Effectively

Participants will learn to ensure effective communication through a variety of exercises, including discussing and writing customer-friendly answers to difficult customer service situations. Use of words, voice and visuals will be discussed as ways to avoid sending mixed messages. Participants will practice information seeking techniques, listening, and giving directions. 2-hour class.

## From Conflict to Conversation

Presents the four factors that contribute to conflict. Discusses concepts such as Emotional Intelligence, and the Sphere of Influence to determine how to best resolve conflict issues through response, rather than reaction. Includes applying techniques to facilitate difficult conversations including the SBI feedback framework. 2-hour class.

## Presentation Skills

Participants learn how to design a presentation to meet the needs of their target audience. Through participation in activities, attendees will improve their presentation skills, identify and demonstrate characteristics of effective training, gain comfort in presenting to diverse groups, effectively use training tools and equipment, and manage difficult participants. **A series of four classes, 3 hours each; must attend all four classes.**

## Time Management

Participants will identify the factors that cause wasted time and address ways to eliminate them. Discussion includes 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. 2-hour class.