



# Save The Date!!

**Wednesday, April 16, 2008**

**2:00 p.m.—5:00 p.m.**

**In The New IUPUI Campus Center**

*When Generations Collide: Who They Are, Why They Clash, How to Solve the Generational Puzzle at Work*

(tentative program description)

For the first time in history four distinct generations are shoulder to shoulder in the workplace, each with a unique set of attitudes, values and work styles. It used to be that older workers were bosses and younger ones took orders. Now, roles are all over the map and rules are being re-written. Organizations are feeling the pain of generation gaps as they struggle to manage productivity and morale while maintaining high standards of quality and service in a challenging economy.

*When Generations Collide* demonstrates why it's important to understand what shaped the generations and why they behave the way they do. Learn about *ClashPoints™* - areas at work where the generations are bumping up against each other and causing problems. Find out how different value propositions appeal to different generations of employees. Grasp the keys to retaining the generations you need the most. Master generational differences and convert this form of diversity from an obstacle into an opportunity.



**Presented by David Stillman.** David Stillman already has packed more into one career than most people pack into a lifetime. He interned for the TV show, "Prime Time Live," and traveled the world as a reporter covering the end of apartheid in South Africa and the fall of the Soviet Union. Upon returning to the United States, David joined an interactive multimedia firm as creative director. His communications work earned him numerous accolades including medals at the NY Film Festival and the coveted CLIO Award. He is the co-author with Lynne Lancaster of the best-selling Book, *When Generations Collide: Who They Are, Why They Clash, How to Solve the Generational Puzzle at Work*.

Co-sponsored by: **IUPUI**

**Diversity Roundtable of Central Indiana**

**February 2008**

## **Professional & Personal Development Workshops**

### **Give 'em the Pickle**

**Time: 9:00-12:00**

**Date: 2/22/2008**

We have all heard "The customer is number one" but is that enough? Real customer service is an opportunity to connect with people, to brighten a day, to make a difference with the people who use your service or product. It's about giving them the PICKLE. This workshop will cover the four key principles that will keep your customers happy: Service, Attitude, Consistency, and Teamwork. We will also identify your primary customers and determine their expectations. Then, we can creatively explore opportunities for improvement.



**Location: Union Building North  
UN 372**

### **Telephone Protocol**



The telephone, an often underestimated tool, can make or break the credibility of any department on campus! Either positive or negative impressions can be developed immediately based on how the phone is used. This workshop covers fundamental skills and techniques for using the telephone effectively on the job. We will explore voice inflection and tone, hold procedures, appropriate language usage and how to diffuse difficult customers.

**DATE: 2/20/08**

**TIME: 9:00 - noon**

**LOCATION: UL 1126**

## **Performance Evaluation Training**

**Session I: Conducting the Performance Evaluation:** This workshop points out important aspects of performance management and is centered on stages in the evaluation cycle. You will learn how to develop tailored performance standards based on major job responsibilities.

**Dates: February 27 & 29**

**Time: 9:00 - noon**

**Session II: Performance Evaluation and Feed-**

**back:** This workshop focuses on planning, preparing for, and conducting the face-to-face performance evaluation meeting.

You will learn key behaviors in successful performance evaluations, effective communication styles, how to deal with negative reactions, and ways to encourage employee participation in the evaluation meeting.

**Location: Union Building North,  
UN 372 (HRA's Conference Room).  
Check in at HRA reception, UN 340**

#### **How to Register**

To register online for these opportunities, access the HRA website at [www.hra.iupui.edu](http://www.hra.iupui.edu). Click on "Training & Organization Development", then click on "Workshops and Registration". Now click on the upper right where it says "SignUp HR click here to login". If you have questions or need assistance please contact us at [hrratng@iupui.edu](mailto:hrratng@iupui.edu) or 317-922-1126.

**March 2008**

## **Professional & Personal Development Workshops**

### **Time & Priority Management**



You have as much time as you're going to get. The solution isn't the need for more time or to work harder. It's effectively managing your time by managing events,

setting goals, and prioritizing. The more effective you are at managing time means the more effective you'll be at managing people. This workshop will examine strategies for increasing productivity, controlling your schedule, and eliminating time wasters and distractions.

**DATE:** 3/20/2008

**TIME:** 9:00-12:00

**LOCATION:** Student Center CE 268

**Attendance  
Issues  
and**

**Time Off  
Policies**

This workshop covers the University's paid-time-off policies, their interpretation, and common attendance-related problems associated with these policies. The focus is on time-off policies for biweekly-paid staff, but the policies for monthly-paid staff are also summarized. This workshop also covers common myths about time-off policies, the supervisor's rights and responsibilities, handling absentee and related problems effectively, and using progressive discipline.

**Location:** Human Resources Administration  
Conference Room, Union Building North, Room 372

**Time:** 1:00 - 4:00

**Date:** 3/25/08

#### **How to Register**

To register online for these opportunities, access the HRA website at [www.hra.iupui.edu](http://www.hra.iupui.edu). Click on "Training & Organization Development", then click on "Workshops and Registration". Now click on the upper right where it says "SignUp HR click here to login". If you have questions or need assistance please contact us at [hrrtrng@iupui.edu](mailto:hrrtrng@iupui.edu) or 374 4429

### **You Hold the Keys: Unlock the Mysteries of Supervising Students**

Supervising student employees may seem like a big mystery at times—but when you hold the keys, it's a lot clearer! We begin with recruiting, hiring, training and evaluating student staff. Then, we'll discuss effective communication, what motivates students, ensuring that expectations are clear, and building value into students' work. But most importantly, Bring your "supervision mysteries" and together we'll learn from our mistakes and successes.

**DATE:** 3/24/2008

**TIME:** 9:00 - noon

**LOCATION:** UL 1116



### **Tackling Performance Problems Before Discipline Becomes Necessary**

This workshop takes a proactive approach to addressing performance problems before an employee's performance deteriorates to the point of necessitating progressive discipline.

#### **Topics Include:**

- 1) Identifying and analyzing performance problem
- 2) Preparing and conducting a performance improvement discussion.
- 3) Completing the performance improvement plan documents



**DATE:** 3/27/08

**TIME:** 10:00—noon

**LOCATION:** Human Resources Conference Room, UN 372

**March 2008**

## **Professional & Personal Development Workshops**

### **Influencing for Good**

**Date:** 3/18/2008

**Time:** 10:00 - noon

**Location:** UL 1126

Do you ask yourself, "What does it take to get things done around here?" Do you wish you had more positive influence with the people in your life—from your colleagues to your boss to your family members?

This workshop will examine specific stories and case studies that demonstrate the tools, strategies, and behaviors for influencing others for the common good. We will learn that influence is not about our title or position in the organization, but about our attitudes and behaviors and how well we work for positive change. You can learn to tap into the power of influence.

### **Introduction to Project Management**

If you have a large project or multiple projects to complete, it may be the case that sometimes important steps, information or deadlines slip through the cracks. "Project management" is a way of thinking about projects including tools to help complete projects to achieve your goals.

This workshop will enable you to:

- Define key project management terms
- Clarify projects before starting them
- Organize a project so it can be completed within budget and on schedule
- Set up a monitoring system that will keep you up-to-date on project status
- Learn to deal with changes in the project plan
- Analyze resources and apply models to manage a project effectively
- Improve your effectiveness in managing projects.

**DATE:** 3/26/08

**TIME:** 10:00 - noon

**LOCATION:** UN 372 North



### **Developing an Office Procedures Manual**

YIKES! You are going to be out of town for two weeks and a temporary employee is supposed to fill in. How will he or she know where to begin? You also just heard that another employee is retiring, and someone new will take *forever* to train. An up-to-date Office Procedures Manual is a vital reference to have in every office for situations like these. This workshop will provide exercises and helpful ideas to use in developing an Office Procedures Manual. Plan to bring your list of responsibilities or a copy of your job description to the class so we can get started with the following:

- Decide what to include in the manual
- Learn to break tasks into understandable steps
- Develop a meaningful manual for your office

**Location:** UL 0110

**Date:** 3/25/2008

**Time:** 9:00—noon

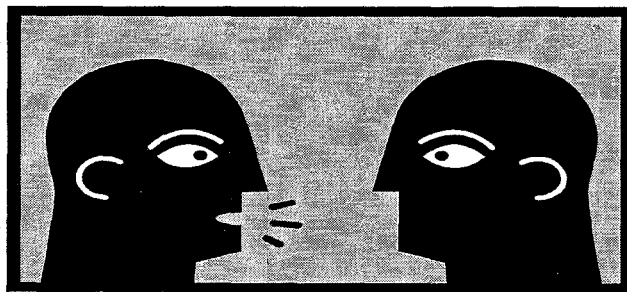
### **How to Register**

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# CRUCIAL CONVERSATIONS

Tools for Talking When Stakes Are High®



Whenever you're not getting the results you're looking for, there's a good chance that a crucial conversation is keeping you stuck. Whether it's a problem with microinequities, a breakdown in team function or communication, difficulties in raising sensitive issues, or a strained relationship—whatever the issue—if you can't talk honestly you can expect poor results. *Crucial Conversations* helps you get unstuck.

In our campus environment, we are increasingly challenged to bring out the best from our employees, teams and working relationships, supportively manage individual and group responses to constant change, be accountable to stakeholders regarding our actions and allocation of resources, and support a diverse working and learning environment where challenging diversity conversations must be breached. Whatever crucial conversation is holding you or your team back, you can no longer afford not to develop the skills that will make you more effective as a leader in this dynamic, changing, multicultural world.

**REGISTRATION INFORMATION:** The cost for this 2-day workshop is \$250.00 which covers your registration, the *Crucial Conversations* book, a Participant Toolkit, an audio CD companion, and morning and afternoon break service. You will also be given access to a web-based follow up tool after the workshop to help you apply the principles you have learned. Lunch is on your own. To register online, access SignUp at [www.hra.iupui.edu/signup](http://www.hra.iupui.edu/signup) and follow the prompts. Unless you are paying by check, please provide your department billing account number when requested. Personal checks are payable to "Indiana University" and you need to register at 274-4438. Please direct any inquiries to 274-4438 or [sastone@iupui.edu](mailto:sastone@iupui.edu).

DATE: April 4 and 11, 2008

TIME: 8:30am—5:00 pm each day

LOCATION: Union Building, 3rd  
floor North, UN 372


# **NOW AVAILABLE ON THE IUPUI/HUMAN RESOURCES ADMINISTRATION WEBSITE –**

## **“STUDENT EMPLOYMENT” TAB WITH INFORMATION:**

### **On Campus Hiring IUPUI Student Employees**

#### **Hiring IUPUI Students**

##### **Hiring Student Hourly Employees**

- [Steps to Hiring Student Hourly Employees](#)
- [Quick Checklist for Completing and Submitting Student Hourly Employee Forms](#) 
- [Detailed Step-by-Step Process for Hiring Student Hourly Employees](#)

##### **Hiring Work-Study Eligible Students**

##### **Hiring Interns**

- [IUPUI Talent](#)

##### **Hiring International Students**

##### **Hiring JagTemps**

- [JagTemps Frequently Asked Questions](#)
- [Steps to Hiring a JagTemp](#)

#### **Options for Posting Student Jobs**

- IUPUI Solution Center  
Register for an account and post your position as an employer at <http://www.iupuitalent.net>. Detailed instructions for posting your on-campus student hourly, intern, Work Study or JagTemps jobs - [IUPUI Talent Instructions For Employers](#)
- Your Department's Web Site - [Contact Individual Academic Schools and Departments, School Career](#)



#### **Screening Applications/Resumes**

- [Tips on Student Applicant Screening](#)

#### **Interviewing**

- [Guidelines on Acceptable Interview Questions](#)

#### **Finishing the Hire – Background Check Policies and Procedures**

- [Personnel Policies for Student Employees at IU Background Checks](#)
- [IUPUI Background Check Procedures](#) 
- [Background Check Consent Form](#)  (must be printed on University Letterhead)

# IUPUI's Temporary Student Employment - JagTemps

**JagTemps** is a collaborative program between the IUPUI Career Center and the Human Resources Administration. The goal of the program is two-fold: to help students find work experience on-campus to increase their retention and to assist campus departments in filling their temporary employment needs with employees (students) who are already here on-campus, understand the IUPUI culture, and are very technically savvy.

**JagTemps** offers students the opportunity to gain valuable work experience, earn money, and work on-campus, which has been shown to increase retention. Employers receive affordable, quality student assistance. It's a win-win situation.

A JagTemp is an IUPUI student on a 3 day to 3 month temporary on a work assignment with an on-campus employer. Employers are expected to pay the student at least \$8/hr., although actual wages should be based on assigned duties. These positions are not eligible for Federal Work-Study funding. If a health evaluation is required, the employer is responsible for scheduling and paying for it prior to hiring.

## Hiring a JagTemp

- Post your JagTemp position on the IUPUI Career Center's FREE online job database <http://www.iupuitalent.net>. Any IUPUI student can view the open JagTemps positions, but only those students that have been approved by the Career Center will be able to apply. The Career Center has had each approved JagTemp complete all the paperwork necessary for on-campus employment (Background Check, IU-Personal Profile Form-ED, W4 Federal & WH4 IN Tax Withholding Documents, and the I-9). And they have interviewed the students before accepting them into the JagTemps Student Pool.
- All resumes and class schedules from JagTemps who apply for your position will come directly to you. It is your responsibility to review the applicants to determine those that fit your needs and schedule. Then you need to contact them to set up interviews or if you don't want to interview them and to make the job offer.
- Go to <http://www.iupuitalent.net> and then click on "Employers" and register your Email/Username and Password (use a unique password, not your IUPUI password to maintain confidentiality). You will receive a confirmation e-mail within 48 hours and then you can proceed with posting your JagTemp position.  
**\*\* Make sure to start your position title with - "*JagTemps:*" then list your position title\*\***

## Current Spring 2008 JagTemps Student Pool – 27 students

- Speak the following languages: Spanish, English, German, Chinese, French, Mandarin, Cantonese, Hindi, Telugu
- Computer skills: Borland C++, Visual Basic 6.0, HTML, JavaScript, VBScript, Macromedia Flash MX, Macromedia DreamWeaver, Adobe PageMaker, Adobe Photoshop, Microsoft FrontPage, MATLAB & AutoCAD, C, C++
- Medically related majors: Biology, Physical Therapy, Health Administration and Computer Science, Nursing, Public Health (Graduate), Orthodontics (Graduate), Pre-Dental Hygiene
- Other majors: New Media (Graduate and Undergraduate), Economics, Museum Studies (Graduate), Education, Computer Graphics Technology, Computer Engineering, Accounting (MPA and Undergraduate), Mechanical Engineering, Exploratory, French, Management, Finance, Informatics

If you have questions and want more information, please contact:

Judy Carley, Student Employment Consultant,  
Human Resources Administration 317-274-7381 [jcarley@iupui.edu](mailto:jcarley@iupui.edu)