Core Administrative Academy Programming

Communication: Hearing and Being Heard

**Skill for Success:** Communication  
EHP 345 HR Training Room

**Presenter:** Jennifer Fonseca

As a result of this training program participants will:

1. Understand the importance of communication
2. Understand the role of listening in communication
3. Learn about the 5 levels of listening
4. Understand the role of body language in communication
5. Practice getting heard through assertion
6. Develop a personal communication plan

Cross Cultural Communication

**Skill for Success:** Inclusiveness/Communication  
EHP 345 HR Training Room

**Presenter:** Rehana Huq

As a result of this training program participants will enhance:

1. Sensitivity to cultural differences among groups, including generations, and
2. Their awareness of how culture impacts communication
3. Participants will begin to identify barriers to effective cross cultural communication,
4. Understand the importance of verbal and non-verbal behavior when communicating across cultures,
5. Identify strategies to enhance cross-cultural communication, and,
6. Consider communication strategies to engage and interact successfully with international students and staff

Inclusion

**Skill for Success:** Inclusiveness  
EHP 345 HR Training Room

**Presenters:** Vivian Relta, Jennifer Fonseca

As a result of this training program participants will:

1. Increase awareness of what inclusion and inclusiveness means
2. Become more aware of our individual experiences with inclusion and exclusion and how this is related to diversity
3. Discuss proactive approaches to inclusion using Cornell’s Skills for Success as a guide.
4. Be able to use concepts and models introduced today as tools to help navigate the challenges of creating a climate of inclusion
5. Understand what you and I can do to increase inclusion at Cornell
Managing Conflict

Skill for Success: Communication/Teamwork
Presenter: Jennifer Fonseca

As a result of this training program participants will:
1. Know your role in ensuring conflict is managed and managed well
2. Understand the biological, emotional and rational aspects of conflict management
3. Understand the risks associated with not managing conflict
4. Learn about personal conflict management style and how it impacts successful conflict resolution
5. Learn a step-by-step approach to managing conflict

Performance Dialogue, Career Management & Preparedness

Skill for Success: Self-Development
Presenter: JoAnn Shepherd

As a result of this training program participant will:
1. Assess your strengths and areas for development
2. Create a list of accomplishments and projects to improve
3. Establish realistic development and job goals
4. Explore strategies to respond to positive and negative feedback
5. Cultivate career preparedness that provides a foundation for career agility and resilience
6. Provide a framework to enable career attentiveness and an ongoing vigilance
7. Understand career options
8. Understand the relationship and differences between a job and a career

Professionalism

Skill for Success: Self-Development
Presenter: Jennifer Fonseca

As a result of this training program participants will:
1. Understand the three key elements of professionalism and explore the characteristics of a professional
2. Explore your values and align them within the structure of the university according to its mission, vision and values
3. Recognize daily actions that can detract from a professional image
4. Understand the strengths and differences of team members and how to work with individual styles to maximum productivity
5. Assess your strengths and areas for improvement and develop an action plan
Time Management

**Skill for Success: Service-Minded**

Presenter: Amy Stewart

As a result of this training program participants will:

1. Become more effective at using time – improving efficiency and effectiveness
2. Identify the key priorities in their job
3. Know how to establish a schedule that reflects key priorities
4. Explore time management mistakes and how to avoid them
5. Learn techniques to significantly improve time management
6. Increase the capacity and effectiveness of their team in getting the important things done

Understanding the Academic Operations of the University

**Skill for Success: Self-Development**

Presenter: Jim Sheridan

As a result of this training program participants will:

1. Understand the mission of Cornell University along with its designation as the Land Grant university for New York State and how that has influenced structure
2. Understand the university, the role of colleges versus administration, and the relationships between colleges and administration
3. Know what is meant by statutory and endowed and the colleges at Cornell that are endowed and those that are statutory
4. Understand the governance and management structures within the university and the colleges and how they interact and relate
5. Understand the relationships between centralized and decentralized services

Understanding and Managing Change

**Skill for Success: Adaptability**

Presenter: Jim Morris

As a result of this training program participants will:

1. Understand why change is so difficult
2. Look at one change model: The Change Curve
3. Learn about Organizational change and stress
4. Discuss ways to reduce anxiety and review good stress management skills
5. Review healthy perspectives and behavior
6. Understand how maintaining relationships and creating a positive work environment will help you in managing change
7. Explore steps to successful communication
8. Cultivate the Relaxation Response and Mindfulness
Professional writing is a necessity for every job but that doesn’t mean that everyone knows how to write well—or enjoys writing! When we’re under time pressure to get our work done, we don’t have time to step back and review the rules for grammar and good business writing. These five sessions will give you helpful tips so that you can write your rough draft message, and then edit it into a clear, effective, and professional communication for your reader. You’ll use interactive and small group exercises to look for the most common grammar and punctuation errors and understand how to correct them. (Yes, it is possible to have fun talking about grammar!)

Session 1:
1. Welcome and introduction to writing and grammar
2. For your eyes only! Your grammar strengths and weaknesses
3. Email Essentials
4. Subject/verb agreement: Subject identity theft
5. Troublesome words (homophones/homo-whats?) for professionals to know

Session 2:
1. Welcome and brief review
2. Tips for handling email correspondence—you’re the experts!
3. Pronouns: Between you and me, who’s on first and where does whom go?
4. Commas for clarity

Session 3:
1. Welcome and brief review
2. Writing—good news and bad news bearers
3. Apostrophes: Plurals, possessives, and confusion
4. Commas and more commas
5. Review: Pronoun game

Session 4:
1. Welcome and brief review
2. Edit your own work document
3. Minute taking
4. Semicolons and other punctuation marks
5. Apostrophes challenge

Session 5:
1. Welcome and brief review
2. Proofreading—the final frontier
3. Your requested topics
4. Grammar review: Jeopardy!
5. FYI: Your progress
Microsoft Office basics - Word

Word 2013 Essential Training
Word has gone through a major makeover, and in this course, you will see everything you need to know to work efficiently, and be productive with this latest version of the world's most popular word processing software from Microsoft. You will begin with a quick tour of the brand new user interface to get you comfortable in this new environment, and explore new items, like the bookmark feature that remembers where you left off in a document before you closed it, and takes you back to that spot the next time you open it.

You will see how to improve your productivity by using styles, and themes, and then you will explore creating lists. Then it's on the topics for making your documents sizzle. You will examine ways to illustrate a document with images, special effects, and more. You will explore reviewing techniques using document markup, and then you will examine a variety of ways to share these documents with others, like using the cloud by saving them to SkyDrive.

http://www.it.cornell.edu/services/lynda/

MO1542: Microsoft Word 2013 Basic
In this 4-hour class, you will learn how to create new documents, edit and format text, navigation techniques, and layout options.

Microsoft Office basics – Excel

Excel 2013 Essential Training
Whether you're a novice or an expert wanting to refresh your skillset with Microsoft Excel, this course covers all the basics you need to start entering your data and building organized workbooks. Author Dennis Taylor teaches you how to enter and organize data, perform calculations with simple functions, work with multiple worksheets, format the appearance of your data, and build charts and PivotTables. Other lessons cover the powerful IF, VLOOKUP, and COUNTIF family of functions; the Goal Seek, Solver, and other data analysis tools; and how to automate many of these tasks with macros.

http://www.it.cornell.edu/services/lynda/

MO1538: Microsoft Excel 2013 Basic
In this 4-hour class, you will learn to create workbooks, edit and format data, modify worksheets, use functions, and print documents. More information located at the link above.
Microsoft Office basics – PowerPoint
PowerPoint 2013 Essential Training
http://www.it.cornell.edu/services/lynda/
On your own/confirmation required
In this course, author Jess Stratton teaches the basics of creating, editing, and sharing presentations with Microsoft PowerPoint 2013. The course shows how to build a slideshow from scratch, or leverage PowerPoint templates and themes for quick construction. Jess shows how to add and edit text, images, graphs, video, and animation; format slides for consistency; and add speaker notes to ensure a smooth delivery. Plus, discover how to collaborate on changes and then share the final presentation via print, video, PDF, or email.

MO1541: Microsoft PowerPoint 2013 Basic
Live/confirmation required
In this 4-hour class, you will learn to create presentations, format slides, draw objects or add graphics.

Microsoft Office basics – Outlook
Outlook 2013 Essential Training
http://www.it.cornell.edu/services/lynda/
On your own/confirmation required
Learn how to leverage the power of Microsoft Outlook to stay on top of all your important connections. In this course, author Jess Stratton introduces you to navigating your email messages, calendar, and contacts in Outlook 2013. The course begins with a tour of the interface and shows how to connect to a wide variety of mail, social media, and cloud computing accounts, including IMAP and POP accounts, Facebook, LinkedIn, and even RSS feeds. Jess also shows how to quickly create, send, and read email and reduce your inbox clutter; organize, group, and share contacts; and stay on schedule with calendars and tasks.
Elective Administrative Programming

**Customer Service**

**Skill for Success:** Service-Minded  
Presenter: Jennifer Fonseca

As a result of this training program participants will:
1. Describe exceptional customer service
2. Identify the benefits of great customer service
3. Recognize barriers to the delivery of outstanding customer service
4. Adapt to customer behavior styles
5. Use techniques for dealing with angry or upset customers
6. Develop a personal action plan to improve customer-service skills

**Ethics at Cornell: How do I Contribute?**

**Skill for Success:** Stewardship  
Presenter: Jennifer Fonseca

As a result of this training program participants will:
1. Be aware of Cornell University policy 4.6 Standards of Ethical conduct
2. Understand the relationship of ethics to the university values and policies
3. Explore ethical issues common in a university setting
4. Know the importance of paying attention to ethics and the impact when we do not
5. Know what resources are available at the university to ensure ethical actions

**Feedback: Giving and Receiving**

**Skill for Success:** Communication/Self Development  
Presenter: Jennifer Fonseca

As a result of this training program participants will:
1. Assess how well I give and receive feedback
2. Understand the power of feedback
3. Explore what elements make feedback most useful
4. Learn steps for delivering and receiving feedback
5. Explore how to handle difficult feedback situations
Influence: Getting Results When You Are Not in Charge

Skill for Success: Teamwork  
Presenter: Jennifer Fonseca

As a result of this training program participants will:
1. Learn a model for getting things done (GTD)
2. Discover successful Work Relationships
3. Explore the principles of managing up and how it applies to getting results
4. How might you contribute to getting things done
5. Develop an Action Plan for gaining Influence

Problem Solving

Skill for Success: Innovation  
Presenter: Jim Sheridan

As a result of this training program participants will:
1. Be able to utilize a step-by-step problem solving methodology
2. Distinguish root causes of problems from symptoms to ensure solving the right problem
3. Understand your problem solving style
4. Involve appropriate people in problem solving
5. Know how to utilize a number of problem solving tools
6. Think creatively to devise solutions to problems they encounter

Sustainability

Skill for Success: Stewardship  
Presenter: Dan Roth, Spring Buck, Lauran Chambliss, Jennifer Fonseca

As a result of this training program participants will:
1. Understand Cornell’s vision and your role in sustainability
2. Demonstrate how sustainability fits into Cornell’s culture
3. Give managers/individual contributors tools to encourage sustainability practices in their unit
4. Identify interests, passions, and skills in relation to sustainability
5. Develop plans for integrating sustainability into their units

Your Top 5 – An Exploration of Strengths

Skill for Success: Self-Development  
Presenter: Rehana Huq, Amy Stewart, Jennifer Fonseca

In this Program participants will:
1. Become aware of their top 5 Strengths
2. Develop a deeper understanding of at least 2 of their Strengths
3. Begin to identify at least 3 Strengths other than their own
4. Develop an appreciation of a Strengths-focused approach in life and work
5. Develop a strategy for using Strengths effectively
This course is for staff members who work with accounting information or who are new to Cornell accounting methods. The three-session program uses a mixture of online and traditional classroom learning. There is an online, open-book exam after each session (a total of 3 exams) that must be completed along with all three sessions to receive credit. Exams do not need to be completed before attending the next session.

**Session I:** A prerequisite for sessions II and III, this session provides an online introduction to accounting topics and policies such as the accounting equation; assets, liabilities, and fund balance accounting; debits and credits; ethics; compliance and methods, the Cornell accounting structure; and commonly used accounting terms. Approximate completion time is 20-30 minutes (not including the exam).

**Session II:** This classroom session will cover topics such as debits and credits; organizations (orgs) and the org structure; account types; the Cornell accounting string (account, sub-account, object codes, sub-object codes, project codes, org ref ID); restriction classifications (unrestricted, temporarily, permanently); account attributes (fund, sub-fund, sub-fund program); and higher education function codes.

**Session III:** This classroom session will tie together the topics covered in Session II by reviewing KFS, including creating/updating an account; creating a sub-account; creating a sub-object code; closing accounts; viewing account balances; understanding general ledger (GL) pending entries and self-balancing accounts; measuring accounting information; accounting fiscal periods; reporting accounting information (dashboards and Web Financials II).

**Class Dates**
This is a three-session program. Session 1 is an online prerequisite. Sessions II and III will take place from 9:00 a.m. – 12:00 p.m. Dates available at: CU Learn

**You must enroll for classes and tutorials using CU Learn.**

Register through CU Learn

To find exactly what you need in CU Learn, we recommend that you first copy and paste course numbers (e.g., "KFSBASICS-100C01") from information that has been provided to you or from this catalog. Have these handy when using CU Learn to enroll. To access CU Learn, take the following steps:

1. In your Web browser, go to the Search Catalog feature in CU Learn. You will have to log in with your NetID.
2. In the Search Learning Catalog box, select Catalog Items. Then in the Search the Catalog field, enter the course number (e.g., "KFSBASICS-100C01") of the class or tutorial you want to take. (Remember, you can copy and paste these from this library.)
3. Click the Search Catalog Items button, and then follow the links to the course or tutorial enrollment page.