

2012

Professional Development & Training Office Course Catalog



Professional Development & Training Office

Course Catalog 2012

Welcome to the 2012 Professional Development and Training Office Catalog

This catalog contains courses that are sponsored by the Professional Development and Training Office (PDTO). There are other learning activities offered through various departments within the University, but not represented in this catalog. Please check our online learning platform, ULearn, for those activities. See the ULearn section of the catalog for instructions on using the system. ULearn will give you a complete list of all learning activities, books, and media products that are available through the PDTO Resource Library on the topic.

Introduction to Catalog Structure

The catalog is divided into five sub-headings, Course Name, ULearn Category, Description, Target Audience, and Activity Type.

Course Name: Refers to the title of the learning activity. For example: Building Change Ready Teams.

ULearn Subject: Identifies the program category that is in ULearn, such as Leadership Academy or Administrative Support Program.

Description: Provides a brief description of what skills or knowledge the learning activity addresses.

Target Audience: Identifies the level of learner to which the learning activity is targeted. Target audiences include:

- **Administrative Support Program participants:** UM employees who have been accepted into the Administrative Support Program
- **Emerging Leaders:** UM employees who have been accepted into the Leadership Academy Emerging Leader program
- **HR Liaisons**
- **Practicing Leaders:** UM employees in leadership roles at the University (i.e, supervisors, managers, directors, etc.)
- **Nurses**

Learning Activity Type: The learning opportunities offered by PDTO are delivered in several ways. The activities are either standalone learning activities such as a Computer Based Learning (CBL) only, Instructor Led Training (ILT) only, or blended learning which is a combination of multiple learning delivery methods. ILT sessions are either offered face to face, or as a web-based training through the webinar classroom, Elluminate. *Note:* When using Elluminate, all you need is a computer, a set of headphones and a microphone.

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Disclaimer

ILT classes are subject to cancellation if there are 9 people or less registered to attend the session. Registered participants will be notified via telephone or email prior to the actual learning activity date.

Course Name	ULearn Category	Description	Target Audience (s)	Activity Type
Anger Management	Administrative Support Program	Have you had a situation at work where you became angry and said something you regretted or said nothing at all, then were upset for the rest of the day because of it? This course is designed to teach you the skills to turn these situations into positive experiences.	Administrative Support Program participants All UM employees	CBL only
Building Change Ready Teams	Leadership Academy	Change is inevitable in a dynamic work environment. When change occurs, teams tend to lose focus and can become non-productive. This course will give the manager tips on overcoming resistance, and building the team's ability to be resilient to change. Note: This course is for Practicing Leaders and includes a mandatory webinar follow-up session that will take place 30 days after the ILT session.	Practicing Leaders	Blended
Business Writing	Administrative Support Program	This course is designed to address many of the most common writing and grammatical errors people make, look at the difference between academic and business writing, identify common spelling errors, understand sentence structure, plus many other writing topics. In Module 1, you will examine the characteristics of good business writing and the structure of writing. In Module 2, you will examine strategies for developing an appropriate writing style and tone, and review methods of business communication.	Administrative Support Program participants All UM employees	Blended

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Course Name	ULearn Category	Description	Target Audience (s)	Activity Type
Career Development	Administrative Support Program	<p>This course is designed for those who would like to explore the steps involved in developing one’s career and planning for future opportunities, while maximizing current and past experiences. You will be guided through the process of conducting a self-assessment, exploring career options, setting career goals, and creating and implementing an Individual Career Development Plan.</p> <p>Note: This is a Series III core course for Emerging Leaders.</p>	Administrative Support Program participants	Blended
	Leadership Academy		Emerging Leaders All UM employees	
Coaching for Performance Series	Leadership Academy	<p>The research on leadership learning supports the notion that coaching by a supervisor makes the difference in permanent performance change, implementation and retention of newly learned behaviors. This course focuses on learning techniques to ensure this performance change occurs. This course is recommended for anyone who has a direct report participating in the Leadership Academy.</p> <p>Note: There are two ILT sessions for this blended learning. The first is an extension to the learning obtained through the CBL, consisting of additional knowledge and activities designed to foster full understanding of the coaching process. The second ILT session provides an opportunity for the participants to reflect on their experiences engaging coaching with their staff.</p>	Practicing Leaders HR Liaisons	Blended

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Course Name	ULearn Category	Description	Target Audience (s)	Activity Type
Communication Skills	Administrative Support Program	How well you communicate can influence how others view your work, your performance and your prospects for career mobility. Although all of us talk and listen to one another, we may not be communicating. In a dynamic working environment, it is not surprising that misunderstandings occur. This course, offered through PDTO in partnership with the Faculty and Staff Assistance Program (FSAP), will assist in learning to actively listen in a variety of situations, listen for different types of input and respond appropriately, and identify pertinent information.	Administrative Support Program participants	Blended
	Leadership Academy		Emerging Leaders All UM employees	
Competency Based Program Overview for Prospective Participants		Competency Based Programs help develop critical skills needed to meet the current and future challenges of the University. The University of Miami offers two programs to its employees: the Leadership Academy (LA) and the Administrative Support Program (ASP). The Leadership Academy is available to aspiring and current leaders. The Administrative Support Program is available for all employees in the clerical family. The goal of these programs is to develop the competencies/skill sets needed to be successful in the current work environment, as well as prepare the participants for meeting future career aspirations. This overview will provide employees who are not in a supervisory role with information on the benefits, requirements, and the admission process for the two competency based programs.	Non-supervisors interested in learning more about the competency based programs offered at UM	ILT or webinar

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Course Name	ULearn Category	Description	Target Audience (s)	Activity Type
Competency Based Program Overview for Supervisors & Managers		Competency Based Programs help develop critical skills needed to meet the current and future challenges of the University. The University of Miami offers two programs to its employees: the Leadership Academy (LA) and the Administrative Support Program (ASP). The Leadership Academy is available to aspiring and current leaders. The Administrative Support Program is available for all employees in the clerical family. The goal of these programs is to develop the competencies/skill sets needed to be successful in the current work environment, as well as prepare the participants for meeting future career aspirations. This overview will provide supervisors and managers with information on the benefits, requirements, admission process, and the role of supervisor in the two competency based programs.	Supervisors/Managers interested in recommending staff and/or enrolling in the competency based programs offered at UM	ILT or webinar
Continuous Improvement	Administrative Support Program	Continuous improvement is a commitment to recognizing that processes can always be improved and that there is something to learn from every situation encountered. This course examines a structured problem-solving method for turning negative issues into learning opportunities.	Administrative Support Program participants All UM employees	CBL only
Customer Service for the Professional	Administrative Support Program	This course is designed for those providing and promoting superior customer services. It will provide you with an opportunity to align your customer service skills and techniques with best practices, as well as examine how to improve these skills within your current role. Note: This is a Series III core course for Emerging Leaders.	Administrative Support Program participants	Blended
	Leadership Academy		Emerging Leaders All UM employees	

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Course Name	ULearn Category	Description	Target Audience (s)	Activity Type
Dealing with Difficult People	Administrative Support Program	To remain effective in your job, you have to stay composed and professional when faced with difficult people and situations. In this course, you will learn how to handle challenging people and situations calmly and effectively. You will discover powerful tools for assessing difficult people and managing conflict without sacrificing your self-respect. You will learn to stay focused, respond positively to negative people, and communicate more effectively with all types of problem personalities. Note: This is a Series I core course for Emerging Leaders.	Administrative Support Program participants	Blended
	Leadership Academy		Emerging Leaders All UM employees	
Developing a Performance Based Culture Series	Leadership Academy	In your role as a leader, you are accountable for the highest productivity of others—not only yourself. The Developing a Performance Based Culture Series explores how leaders can effectively develop a culture that promotes a team of high performers focused on organizational outcomes. <i>Module I – The Value of a Performance Based Culture</i> focuses on the importance of developing a performance based culture and identifies the initial steps a leader must take to make this happen. <i>Module II – Managing Performance</i> examines effective performance management practices, including preparing and delivering the performance appraisal. <i>Module III – Performance Documentation</i> examines the importance of properly documenting employee performance, as well as the impact of sound documentation for the employee and the University. Finally, <i>Module IV – Applying Performance Management</i> provides leaders will assess their performance in applying the skills acquired through the series and identify areas of focus in performance management.	Practicing Leaders HR Liaisons	Blended

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Course Name	ULearn Category	Description	Target Audience (s)	Activity Type
Diversity	Leadership Academy	Diversity is a unique opportunity that educates the participant on the dynamic of working and living with diverse cultures. We interact with people from many types of cultures and backgrounds every day. The way we communicate is critical to both our career goals and the success of the University. This learning activity will also examine the many stereotypes and predispositions we have for people who are not like us. As a leader, it is important to embrace culture and diversity and look for ways to benefit from other people's customs, beliefs and traditions.	Emerging Leader	CBL only
			All UM employees	
Ethics	Administrative Support Program	Ethics may be considered the most critical aspect of both decision-making as well as your day-to-day behavior within the University. This course will enlighten you on the positive outcomes that can result from thinking on behalf of the organization and your fellow employees and the ramifications of what happens when you do not.	Administrative Support Program participants	CBL only
	Leadership Academy		Emerging Leaders All UM employees	
		Note: This is a Series I core course for Emerging Leaders.		
Ethics and Credibility	Leadership Academy	Ethics are the moral principles that govern or influence conduct. This course will help you develop the skills to ensure you and your staff meet UM's ethics standards outlined as a part of the employment requirements. The ethical behavior of leaders has a direct impact on your credibility with staff and customers.	Practicing Leaders	CBL only

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Course Name	ULearn Category	Description	Target Audience (s)	Activity Type
Ethics and Internal Controls for Leaders	Compliance	Research shows that customers appreciate ethics, that ethical companies are more productive and have fewer legal costs, and that employees are more loyal to an ethical organization with ethical leaders. This course examines financial ethics and explores how to address and avoid ethical dilemmas. In order to prevent fraud and safeguard the organization's assets, leaders must recognize the importance of internal controls and put in place internal control systems that are frequently monitored, in accordance with the University's guidelines.	Practicing Leaders	CBL only
Ethics and Internal Controls for Staff	Compliance	Research shows that customers appreciate ethics, that ethical companies are more productive and have fewer legal costs, and that employees are more loyal to an ethical organization with ethical leaders. This course examines financial ethics and internal controls and explores how to address and avoid ethical dilemmas.	All UM employees	CBL only
Harnessing Your Leadership Potential	Leadership Academy	Effective Leadership is more than obtaining results and overseeing people. It requires an awareness of your own personality and style to better determine how this can impact the way you lead and how people respond to you. This course will help you recognize the influence you have on others and how you can better lead by understanding the differences in styles around you - especially with the team you lead. You will become more aware of your strengths and weaknesses as well as increase your overall effectiveness as a leader.	Practicing Leaders HR Liaisons	Blended

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Course Name	ULearn Category	Description	Target Audience (s)	Activity Type
Hiring and Onboarding Talent Series	Leadership Academy	You never get a second chance to make a first impression! Organizations need to ensure that new employees feel welcomed, valued and prepared for the challenges and opportunities ahead. A well thought out hiring and onboarding process offers many benefits including improved productivity, reduced employee anxiety, employee engagement and retention to name a few. The Hiring and Onboarding Talent course provides supervisors with tools and techniques for identifying talent needs, behavioral interviewing, creating an interview plan, peer interviewing, and developing a plan for onboarding and retaining talent.	Practicing Leaders HR Liaisons	Blended
How to Create a CBL	Professional Development	The University of Miami's Professional Development and Training Office offers learning activities both face-to-face and through the ULearn online learning system. This learning activity educates the participant on how to create a Computer Based Learning (CBL) activity for upload into the ULearn online training system. Participants will learn the basics of CBL design including text, graphics, establishing objectives, and much more. By the end of the learning activity, the participant will professionally design a learning activity.	All employees who create online learning activities for UM	CBL only
Instructional Design Webinar Series	Professional Development	These online instructional design webinars are interactive learning experiences that address topics vital for anyone who designs and develops online learning activities at the University of Miami. Participants will be able to ask questions of University of Miami subject matter experts and get answers in real time.	All employees who create online learning activities for UM	Webinar

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Course Name	ULearn Category	Description	Target Audience (s)	Activity Type
Introduction to Systems Thinking	Leadership Academy	<p>Systems thinking is a discipline that focuses on seeing “the big picture.” It is a framework for seeing interrelationships rather than separate pieces, for seeing patterns of change rather than basing decisions on a single snapshot in time. In a very practical way, this course covers the principles and tools necessary to understand the dynamic behavior of complex systems, ranging from software-driven systems to social systems. Topics include: Functional Analysis, Causal Loop Diagrams, Reinforcing and Balancing Feedback, and System Delays. The primary objective of this course is to provide the skills necessary to recognize system problems and formulate system oriented strategies.</p> <p>Note: This is a Series III core course for Emerging Leaders.</p>	Emerging Leaders	CBL only
Introduction to Transformational Leadership	Leadership Academy	<p>This course provides an overview to the transformational leadership process. The transformational leader supports the employee by providing ongoing learning opportunities, coaching, feedback, and the ability to attend formal classroom learning activities. The University embraces the transformational leader because this system of leadership retains employees, creates a social process for interaction, and fosters communication at all levels.</p>	Practicing Leaders	CBL only

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Course Name	ULearn Category	Description	Target Audience (s)	Activity Type
Leadership Academy Overview	Leadership Academy	The Leadership Academy is a program that focuses on leadership skills required to meet current and future performance challenges of University leaders. The Academy uses a competency based approach to leadership development within a unifying framework. This overview sets forth the Leadership Academy's new architecture for developing leadership skills, starting with the Emerging Leader right through the senior leaders of the University.	New participants in Leadership Academy	CBL only
Leadership Communication Strategies for Delivering Business Results	Leadership Academy	Leaders are ultimately responsible for achieving the department's business results. Instead of focusing on doing the work, a leader must oversee the team and manage the processes that will produce those workplace outcomes. As a leader, you must recognize the impact that effective communication has on delivering these workplace results. This course will help you recognize your role in workplace communication. You will explore strategies you can implement to improve workplace communication and lead your team to deliver business results.	Practicing Leaders	Blended
Leadership Styles	Leadership Academy	A leader's success is based on his/her ability to develop staff to their maximum potential. This course introduces emerging leaders to the many styles of leadership and helps potential leaders discover their style and the impact of that style on staff. Note: This is a Series I core course for Emerging Leaders.	Emerging Leaders	CBL only

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Course Name	ULearn Category	Description	Target Audience (s)	Activity Type
Leadership Webinar Series		These online leadership webinars are interactive learning experiences that address topics vital for managing the University's departments and resources. Participants will be able to ask questions of University of Miami subject matter experts and get answers in real time.	Practicing Leaders	Webinar
Minute Taking	Administrative Support Program	This course is designed for anyone involved in taking minutes for meetings. You will recognize the importance of accurate minute taking. You will examine industry standards, techniques for writing minutes in various types of meetings, and the importance of listening skills. A review of bylaws and procedures are stressed, as is the necessity for learning appropriate computer usage in minute taking.	Administrative Support Program participants All UM employees	CBL only
Negotiation Skills	Administrative Support Program	Not a day goes by that we are not actively engaged in some type of negotiation. Whether it is your child negotiating for a new video game or the dialog that takes place between you and the boss for a salary increase or promotion, negotiation is an important part of our culture. This course delivers skill of negotiation in a way that even the most novice negotiator can understand. You will learn the basic process of engaging in a negotiation, as well as many advanced techniques.	Administrative Support Program participants All UM employees	CBL only

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Course Name	ULearn Category	Description	Target Audience (s)	Activity Type
New Leader Orientation	Orientation	The success of new leaders is determined during their first weeks on the job. The University of Miami believes management is essential in creating the work environment that will assist the University in reaching its goals. This program will assist you in gathering the tools you need to function during the first 90 days in your new position as a leader at the University of Miami. New Leader Orientation is an outline of the University's standards, expectations, policies, procedures and resources available. <i>Module 1 – Human Resources</i> explores the role of the Human Resources Department and the services that are available to you as a Leader. <i>Module 2 – Legal Issues and Compliance</i> familiarizes you with legal issues you may encounter as a Leader, including the following Acts: Sexual Harassment, Civil Rights, Americans with Disabilities, and Age Discrimination. <i>Module 3 – Support Services</i> explores the roles of various departments within the University of Miami and support services that are available to you as a Leader.	Newly hired or promoted Practicing Leaders	CBL only
Organizational Skills	Administrative Support Program	Whether you have realized it or not, the way you organize your workspace and time plays a critical part in your personal and career development. This course provides you with the opportunity to learn important skills needed to get organized, stay organized, and to manage your time effectively and efficiently. Note: This is a Series II core course for Emerging Leaders.	Administrative Support Program participants	Blended
	Leadership Academy		Emerging Leaders All UM employees	

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Course Name	ULearn Category	Description	Target Audience (s)	Activity Type
Peer Coaching	Administrative Support Program	This course, offered through PDTO in partnership with Faculty and Staff Assistance Program (FSAP), is designed for emerging leaders who want to learn the basics for and skills associated with peer coaching. You will be able to define coaching and distinguish it from supervision. You will be given the tools to make a distinction between criticism and feedback and be given the opportunity to provide feedback to colleagues.	Administrative Support Program participants	Blended
	Leadership Academy		Emerging Leaders All UM employees	
Setting Personal Goals	Administrative Support Program	Setting goals can be incredibly motivating, and as you get into the habit of setting and achieving goals, you will find that your self-confidence builds quickly. By knowing precisely what you want to achieve, you know where to concentrate your efforts. You will learn how to spot distractions that would prevent you from achieving your goals. You will apply the concepts of developing long-term vision and motivation and also explore the role that organizing time and resources plays in effective goal setting. This blended learning course, offered through PDTO in partnership with the Faculty and Staff Assistance Program (FSAP), will help you identify your values, set principle-based goals, and develop an appropriate action plan to achieve these goals.	Administrative Support Program participants	Blended
	Leadership Academy		Emerging Leaders All UM employees	
		Note: This is a Series III core course for Emerging Leaders.		
		Note: This is a Series II core course for Emerging Leaders.		

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Course Name	ULearn Category	Description	Target Audience (s)	Activity Type
Staffing Needs Analysis and Job Descriptions	Leadership Academy	Every time you hire a resource it impacts the structure of your organization. Nothing is more important than building a functioning structure that meets your short term and long term business needs. In this course, you will learn the fundamentals of a job analysis; how to utilize the resources available on the UM Compensation website to hire the right talent at the correct level and competitive salary; and how to write a Fair Labor Standards Act (FLSA) compliant job description to ensure organizational objectives are met.	Practicing Leaders HR Liaisons	Blended
Strategic Planning	Leadership Academy	Effective strategy formulation skills are highly prized in corporate leaders. The ability to develop operational business strategies and the take those business strategies from plan to action sets true leaders apart from their peers. Forward-looking strategy formulation can make the difference between a profitable business and one that stagnates. The entire strategic planning process is covered in detail from the basics of strategy formulation to the implementation of business strategies in the real world.	Practicing Leaders	CBL only
UM Systems	Administrative Support Program	This course is an overview of UM-specific applications that you may utilize to perform your job effectively.	Administrative Support Program participants All UM employees	CBL only
UM Train-the-Trainer	Professional Development	This is a unique opportunity for those who are willing to share their knowledge and expertise with others. This is a multi-level trainer certification program that recognizes excellence in facilitation of training sessions. The 3-day course covers all of the major aspects of delivering knowledge and skills to others.	All UM employees	Blended

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Course Name	ULearn Category	Description	Target Audience (s)	Activity Type
Understanding Decision Making	Leadership Academy	As a leader, it is very important that you make wise choices and decisions in both your day-to-day tasks as well as your long-term plans. This course is designed to help you engage a series of processes designed to support the skill of decision making. This learning activity is part of a blended curriculum which also includes a live ILT session. When you complete this course you will have the necessary tools a leader needs to conceive, develop and implement the decisions you have to make.	Emerging Leaders All UM employees	Blended
	Administrative Support Program	Change, whether positive or negative, often leaves us with uncertainty and doubt about our own ability to handle it. However, change is a predictable process, and therefore, we can learn to manage it. This course is designed to introduce you to the process of change and assist you in navigating the process for a positive outcome not only yourself but your team members.	Administrative Support Program participants	CBL only
Understanding the Change Process	Leadership Academy		Emerging Leaders All UM employees	
	Administrative Support Program		Administrative Support Program participants	
Working In a Team Environment	Administrative Support Program	This course is designed to give you the necessary knowledge and tools to work effectively in a team environment. You will identify the elements of a high-performing team and learn to stimulate innovative thinking and collaboration when working on group projects. In addition, you will learn to delegate tasks effectively within your team and evaluate yourself in a team environment.	Administrative Support Program participants	Blended
	Leadership Academy		Emerging Leaders All UM employees	

Note: This is a Series I core course for Emerging Leaders.

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Registering for Available Classes and Computer-Based Learning (CBL) Modules

To view available classes in the ULearn system, go to <http://ulearn.miami.edu>. This page is your access point to login to the ULearn system to register for any scheduled event of the classes in this catalog, and/or to launch the associated computer based learning (CBL) modules.

On the ULearn home page, there are login instructions. Once you have logged in to ULearn, there are User Tutorials available in the Quick Links box that will inform you of how to access and navigate through the system.

Note: In order to launch computer-based learning (CBL) modules, you need to disable all pop-up blockers.

Home » Professional Development & Training Office » Learning » ULearn

ULearn

Welcome to the University of Miami's online learning environment

YOU MUST DISABLE ALL POP-UP BLOCKERS, YAHOO AND GOOGLE TOOLBARS IN ORDER TO USE ULEARN.

**New Employees
CLICK HERE**
for step-by-step instructions on
registering in CBL & IET classes

**CLICK HERE
TO LOGIN**

New Employees, please make sure you complete ALL CBLs and register for the live session online or you will NOT be allowed to attend Orientation!

The user MUST use their Cane ID not the UM ID
Ex. John Doe's Cane ID is jdoe or jdoe, not C00012345

Check out our [ULearn News page](#) for more details about the ULearn upgrade.

Login Instructions

- Select the Click Here to Login link above.
- The CaneID Authentication Service page will appear.
- To access ULearn, you will need a CaneID and Password. Your CaneID is created for you when you begin as an employee.
- Enter your CaneID and Password and click on the Login button.
- If this is the first time you are using your CaneID, click on the **First time using CaneID?** link.
- You will be asked to provide your SSN or C-number and your birth date to authenticate your identity.
- The system will then lead you through the steps to set your password.
- If you are unable to view them, email the:

If you need assistance with removing pop-up blockers from your computer please contact:

Gables IT	Medical IT
305-284-6565	305-243-5999

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It is important to note that ULearn is only available to University of Miami employees.

The ULearn system presents learning activity presentations through a series of “Pop-Up” windows. Users must disable all pop-up blockers, and Yahoo! and Google toolbars in order to use ULearn. Select “Allow Pop-Ups” from the explorer tool bar in order to view the ULearn CBL(s). For additional information about unblocking pop-ups please [click here](#).

Logging on to ULearn



To log in to ULearn, select

Enter your Cane ID and password, then click “Login”

Login [Need Help?](#)

Enter CaneID:

Password:

[First time using CaneID?](#)
[Manage your CaneID account.](#)

Warn me before logging me in to other sites.

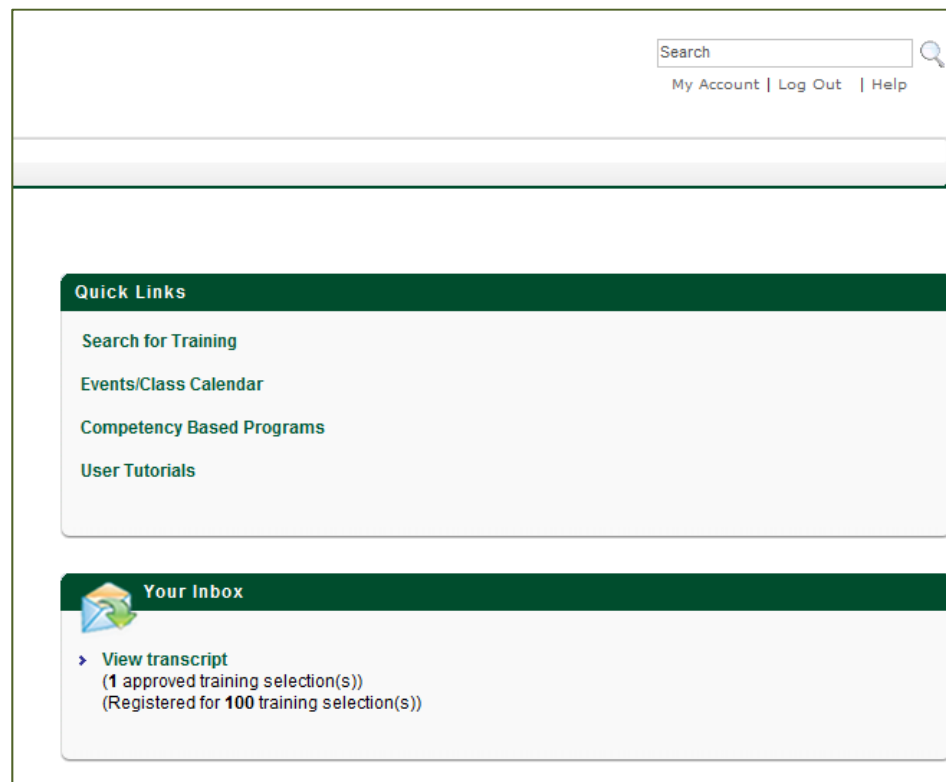
For security reasons, quit your web browser when you are done accessing services that require CaneID authentication!

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Search for a Course by Selecting a Topic

Once you log in, you will be directed to your personal ULearn homepage. You will see a search box on the top right-hand side of the screen. Simply type the topic or subject that interests you in the search box, and enter. You can also click on the **Search for Training** link in the **Quick Links** box.



The screenshot displays the ULearn homepage interface. At the top right, there is a search box with the placeholder text "Search" and a magnifying glass icon. Below the search box are links for "My Account", "Log Out", and "Help". A large red arrow points to the search box. Below the search box is a horizontal bar. The main content area features a "Quick Links" section with a dark green header. The links listed are "Search for Training", "Events/Class Calendar", "Competency Based Programs", and "User Tutorials". Below this is a "Your Inbox" section with a dark green header and an envelope icon. It contains a link "View transcript" with subtext "(1 approved training selection(s))" and "(Registered for 100 training selection(s))".

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Register for the Learning Activity you would like to take.

In this example we will register for a computer-based learning module. Once you have searched for a course by name, in this case Communication Skills, click on the title of the course and a dialog box will open.

Home Learning Reports Knowledge ILT Admin Content Admin

Search

Set search criteria by checking and un-checking Learning Object types. To perform a single type search, click on the Learning Object type icon.

Online Class Event Curriculum Library Material Certification

communication skills Description All Languages
Subject Provider
Location

Online Course ID:

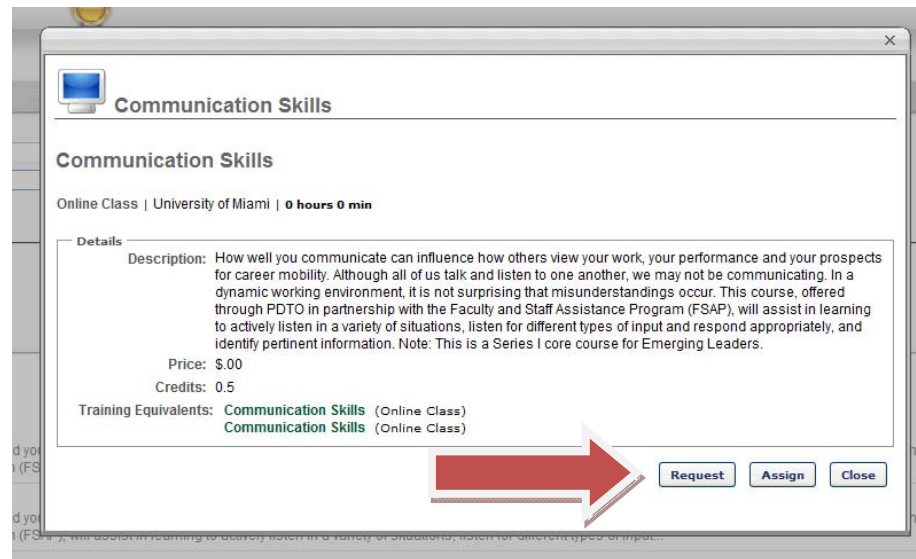
For a complete course description click on the course title.
Sort By: Title Type Provider

- Communication Skills** University of Miami | \$.00
How well you communicate can influence how others view your work, your performance and your prospects for career mobility. Although all of us talk and listen to one another, we may not always be effective. This course, offered through PDTO in partnership with the Faculty and Staff Assistance Program (FSAP), will assist in learning to actively listen in a variety of situations, listen for different types of information, and respond appropriately.
- Communication Skills** Miami | \$.00
How well you communicate can influence how others view your work, your performance and your prospects for career mobility. Although all of us talk and listen to one another, we may not always be effective. This course, offered through PDTO in partnership with the Faculty and Staff Assistance Program (FSAP), will assist in learning to actively listen in a variety of situations, listen for different types of information, and respond appropriately.
- Public Speaking - Module 1** University of Miami | \$.00
Lesson created by SoftChalk

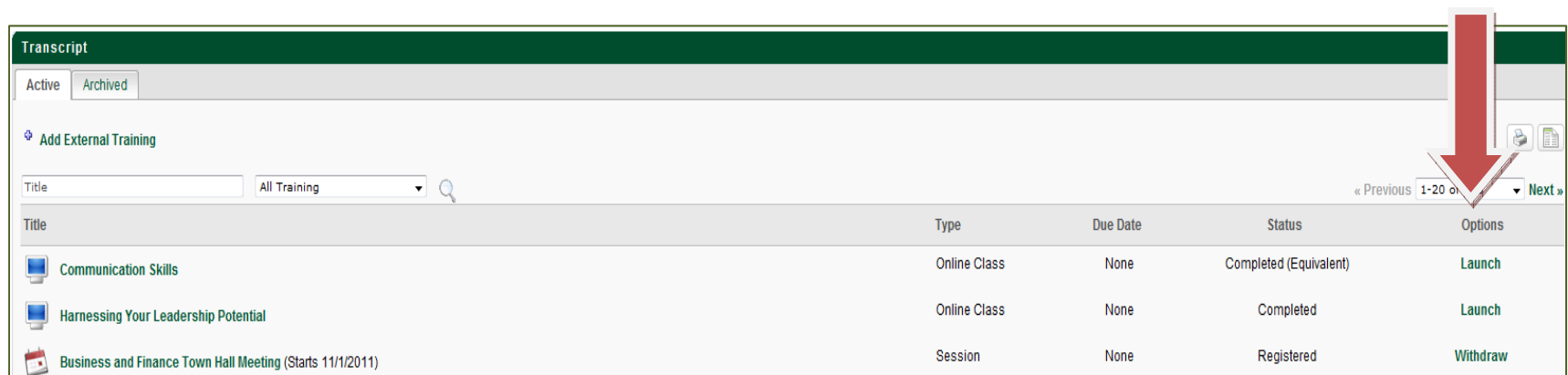
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When the dialog box opens, click on the **Request** button. This will add the requested training to your transcript.



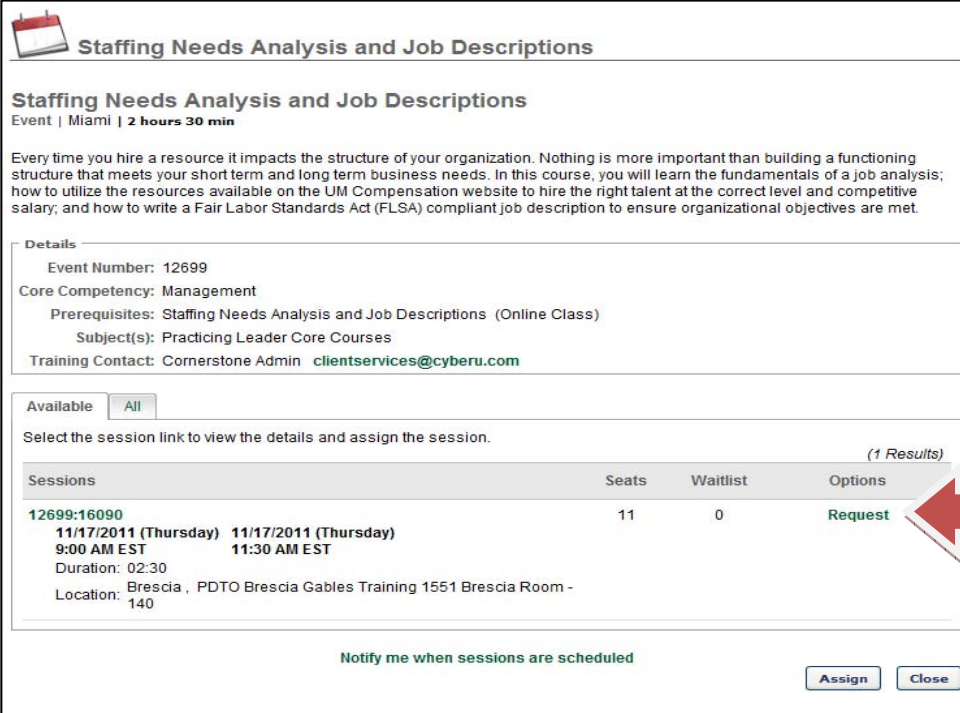
From your Transcript, click on the **Launch** link in the Options column to open the module.



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The process is similar when registering for an **Instructor Led Training (ILT)** session. Select the word “Request” next to the session of interest. If there is a pre-requisite, you must complete the pre-requisite before requesting the session.



The screenshot shows a web interface for a course titled "Staffing Needs Analysis and Job Descriptions". The page includes a calendar icon, the course title, and a duration of 2 hours 30 minutes. A detailed description follows, explaining the course's focus on organizational structure and hiring. Below this is a "Details" section with fields for Event Number (12699), Core Competency (Management), Prerequisites (Staffing Needs Analysis and Job Descriptions (Online Class)), Subject(s) (Practicing Leader Core Courses), and Training Contact (Cornerstone Admin, clientservices@cyberu.com). An "Available" section shows a table with one result. A red arrow points to the "Request" button in the "Options" column of the table.

Sessions	Seats	Waitlist	Options
12699:16090 11/17/2011 (Thursday) 11/17/2011 (Thursday) 9:00 AM EST 11:30 AM EST Duration: 02:30 Location: Brescia , PDO Brescia Gables Training 1551 Brescia Room - 140	11	0	Request

Most courses that have pre-requisites are grouped into curricula. The registration process is similar. For a step-by-step guide to completing a curriculum, [click here](#).