



MetroUNIVERSITY

## Top 10 May 2021 Highlights



**May 2021** | Metropolitan Library System | Learning & Development

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Learning and Development's **Top 10** course highlights for the month of **May**.  
Earn a **Top 10 Badge** on your EduBrite profile by completing one of the  
below courses! Note: Time provided to complete a course is approximate.

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- Equity, Diversity, and Inclusion
- People First
- Innovation
- **Integrity**
- **Respect**

Our core values, ***Integrity*** and ***Respect*** are the theme for this month's Top 10 course highlights. Check the courses out below ~

**Complete one of the highlighted LinkedIn Learning Courses:**



## Teaching Civility in the Workplace



50(m)

***Focusing on eradicating negative behaviors isn't always enough to create a happy workplace. Employees and managers also need to learn what they should do to make their environment a respectful and pleasant one. In this course, join Catherine Mattice Zundel as she shares how to create a happier, healthier workplace by teaching civility and setting a good example with your own behavior. Learn about negative behavior as a social phenomenon, what microaggressions look like in action, and how to replace negative language with positive words. Plus, get tips for becoming a more active listener, standing up for yourself when you experience microaggressions and incivility, and coaching others. Learning Objectives: Civility vs. incivility Microaggressions and incivility in action How communication works Positive and negative language Building self-awareness The role of the bystander Remaining civil in emails Sustaining a civil work environment Coaching strategies***

## Handling Workplace Bullying



42(m)

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***Bullying is a social phenomenon in which the bystanders, leaders, and organizational culture all play a role. It has emotional, psychological, and financial costs to targets and the business. In this course,***

***workplace bullying expert Catherine Mattice Zundel helps HR professionals, leaders, managers, and supervisors put a stop to workplace bullying. She defines the key differences between workplace harassment and bullying, shares how to step in to stop bullying, and explains how to coach those identified as bullies. To create a positive workplace that's free from bullying, Catherine suggests a healthy workplace corporate policy, ongoing training, and the use of performance management. She also highlights the role leadership plays in being transparent about supporting a healthy workplace.***

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## Vivek Wadhwa on Technology and Doing What Is Right



24(m)

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*Just because we can doesn't mean we should. With advances in technology accelerating all around us, we are increasingly faced with tougher decisions on whether we should embrace all the possibilities or tread with greater caution. How do we as business leaders, product managers, and engineers decide what is right to pursue and what we should leave alone? What criteria do we use?*

*Vivek Wadhwa offers an approach to help you make intentional choices about the technology you develop and the options you use when faced with uncertainty. He explains how to assess your efforts and deliver outcomes that are aligned with your values and the values of your company. Vivek goes beyond the usual discussion of "is this profitable" to "is this something we should do". Discover how to consider the implications of your actions and choices, weigh your options, and ultimately make more informed and mindful decisions.*

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## Fred Kofman on Making Commitments



56(m)

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***Getting things done right hinges on our ability to keep commitments to others. Neglecting to follow up on decisions and agreements can weaken relationships both in business and in life. In this course, LinkedIn Influencer Fred Kofman explains why we sometimes fail to fulfill commitments, and how to take steps to ensure that this pattern doesn't continue. Fred shares what to ask yourself before making a commitment, how to report a commitment at risk, and how to make an effective apology, if needed. He also covers the meaning of integrity and explains how to build trust. Upon completing this course, you'll be equipped with a process that can help anyone in a 1:1 relationship or a team work with greater integrity.***

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## Building Trust



58(m)



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***Trust is a fundamental aspect of any productive relationship. In business, trust has been proven to decrease turnover, increase innovation, and improve team performance. When trust is comprised, relationships and productivity can suffer. This course shows how professionals of all kinds can build trust with colleagues across their organization. Kelley School of Business senior lecturer Brenda Bailey-Hughes explains how to prove you are trustworthy, even in challenging situations like remote teams, and integrate trust-building habits into your daily routine. She also explains how to practice trust—trusting yourself and others—and rebuild trust when it has been lost. The course features live-action scenarios and practical strategies for boosting trust that will help you apply the concepts to your most important relationships. Topics include: List the two criteria people use to evaluate trustworthiness.***

***Recognize the impact of unintentional bias on trust . Identify the five predictors of trust. Recall a tactful way to share accomplishments that builds perception of competence. Contrast ways a shared-space team and a virtual team build trust differently. Examine how to break down the components of a trust-rebuilding apology.***

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## Values and Ethics: Case Studies in Action



42(m)

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*Learn about some of the most common company values and discover the ways real-world circumstances sometimes cause them to conflict in a course designed to help you recognize, articulate, and solidify your understanding of your own company's values and ethics. Author Paul Smith presents case studies of the kinds of dilemmas that happen in companies every day, allowing you to consider the right course of action in each scenario.*

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## Leading Inclusive Teams



### 1(h)

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***High-performing teams are comprised of employees who feel empowered, valued, and accepted. By taking steps to establish an inclusive team dynamic, you can positively impact both your team's morale and your bottom line. In this course, learn how to create a shared understanding of why inclusion is important for your team, as well as revamp your own leadership and communication practices to ensure that your diverse team continues to thrive. Instructor Daisy Lovelace shows how to give everyone a chance to participate in these efforts, and create an environment that makes everyone feel comfortable bringing their true self to the office—without ever feeling like an outsider. Learn how to model open communication, discover implicit associations, delegate work equitably, and more. Topics include: Creating a shared understanding of why inclusion matters Establishing trust Using inclusive language Providing feedback in diverse teams Discovering implicit associations Delegating work and opportunities equitably How unconscious bias creeps into the hiring process.***

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**Complete one of the highlighted Niche Academy courses:**



## Niche: Confirmation Bias



### approximately 15(m)

Have you ever gotten into an argument about something silly— like if houseplants have feelings—and are *convinced* you're right? You *know* your houseplant is deep, and have the research to prove it! But your friend has research to prove. . .the opposite.

No matter how much you argue, you can't convince each other—and as you search for and find information to support your points, you're *both* more and more convinced *you're right and your friend is wrong*.

What's going on here? Confirmation bias, our tendency to cherry-pick information that confirms our existing beliefs.

By the end of this tutorial, you'll be able to:

- Describe how confirmation bias works
- Explain how confirmation bias affects information seeking, evaluation, and sharing
- Apply confirmation bias checks

## **Niche: ABLE - Ethics and Public Service**

**approximately 2(h)**

Intended for members of the library community who have no formal library training. You will learn fundamental principles of the library profession. Other courses in this series include the reference interview, evaluating reference solutions, and basic reference tools. This course is divided into six sections, which include links to explore and a self-evaluation test.



## **Niche: Is this true? Why we believe in fake information online**



**approximately 5(m)**

Made by Digital Respons-Ability and used in digital citizenship student classes. Visit <https://respon-ability.net> to learn more about digital citizenship and why it is important.

