



Training *Times*

September

Upcoming Courses

TRUE 2103—True Communication
September 3, 2009

MGMT 3724—Managing You
September 10, 2009

COLL 4233—Reference Tools IV: Health Resources
September 15, 2009

COMM 2303—Compassionate Communication
September 16, 2009

COMM 2306—GOAL
September 21, 2009

TECH 2403—Word Basics (2007)
September 24, 2009

COLL 2210—Intro to Collection Management
September 24, 2009
October 1, 2009
October 8, 2009

SAFE 3516—Prepare Training
September 29 & 30, 2009

*Check out
the full
2009
course
catalog!*

Volume 2, Issue 8

September 1, 2009

MetroUNIVERSITY BUZZ...

I'm Baaaack!! I've always wanted to say that... Did you envision me with my best Arnold Schwarzenegger accent? It sounded really good on this end! Okay, we have been giving you some time to recover from Summer at the Library, but now we are hitting the ground running in the training and development area.

As you should know by now, IT has been busy installing Microsoft Office 2007 on all the staff computers throughout the system. If you have not explored all it has to offer, I would encourage you to do so as soon as possible... Next thing you know it will be the end of the year and the ol' standby (a.k.a. Office 2003) will be a thing of the past. Our customers will begin seeing Office 2007 applications appearing on the public computers in early 2010. For assistance on using Office 2007, please visit the Training Page on the MLS Intranet for lots of online resources and cheat sheets you can print out at your location. A special thanks to all of you who have shared extra resources with the Planning Office – We appreciate it!

Also coming to this system in the near future is a newly revised performance appraisal system. I have been working with a group of trainers throughout the system who will be responsible for training others throughout the system on the new process. All divisional and departmental directors will attend training on Wednesday, September 9th and all Managers of Library Operations will be trained on Wednesday, September 23rd. Other supervisors throughout the system will have three dates to choose from. Other library staff will be introduced to the process towards the end of September. The new appraisal system was designed with the assistance of Right Management (Dallas, TX) and focused on achieving the organization's goals of having a consistent standards and accountability for all employees across supervisors throughout the system.

Now, drum roll please.... FOCUS! Yes, it is that time of the year again when the Planning Office is a buzz with the excitement of our yearly staff development day and United Way extravaganza. This year's theme is Tune In! and will feature sessions and activities for staff to explore a number of topics and interest areas. Our keynote speaker is Kerry Robertson, a former News 9 anchor and Oklahoma television personality. Kerry's address is entitled "Live It Up At Work!" and she will also be conducting two breakout sessions entitled "Communicating to Influence, Motivate, & Persuade Others."

I have scheduled more breakout sessions than ever before, so you may have a hard time deciding which four sessions you will attend. Did I mention that I will be doing two sessions on my recent adventure to Bolivia? I am, so if you want to know more about libraries and education in South America, come spend some time with me!

Well, that's about enough for one month. Keep up the great work and keep your fingers crossed that the nice Fall weather stays with us for awhile.

Cheers,

TRUE 2103—True Communication

Identifying your communication style and the style of others gives you insights to help you improve communication. Instead of trying to get others to change, recognize what you can do. The next time you have an interaction with another person, notice what style is most dominant for them. Remember the suggested tips and experiment with which ones work best with each individual. Like learning to drive, it gets smoother and more automatic with practice.

Learn to foster positive, healthy, and productive personal development that improves communication, team-building, leadership, morale, and conflict-resolution skills both at work and at home.

As a result of participating in True Communication you will learn:

- Discussing introversion/extroversion and how it affects my true colors;
- Learning how nonverbal communication can help or hinder me; and
- Having a great time getting to know more about myself and others.

***NOTE:** This course is open to all employees who have completed the True Colors Basic Awareness training.*

Course Details

Dates: Thursday, September 3, 2009

Time: 1:30—4:30 pm

Location: Downtown Library 4th floor classrooms C/D

Facilitator: Heidi Port

Sign-Up Deadline: passed, look for more offerings in next year's course calendar.



Metro University enrollment procedures: http://morris/GotInfo/training/enrollment_procedures.html

MGMT 3724—Managing You

Looking to brush up on some self-management skills?

Tom Massey's "Managing you" is for you. Learn the basics of becoming the leader you want to be.

After completing this session, participants will have an understanding of the following concepts:

- Clarify who you are as a leader;
- Organization and Time Management Skills;
- Evaluating Priorities;
- Managing Change; and
- Dealing with pressure and conflict.

Course Details

Date: Thursday September 10, 2009

Time: 1:30—4:30 pm

Location: Midwest City Library

Facilitator: Tom Massey

COLL 4223 - Reference Tools 4: Health Resources

What are all these books for anyways?!? The Reference Tools courses are ideal for library employees new to reference work or employees in any position interested in library science. These five sessions will give participants hands-on experience with all kinds of reference sources. Each session features sources organized by topic and fun activities to help you recall them when you need them! Participants will see "Top 10" books, databases, and websites. Participants will also experience practice questions and have great discussions about the merits of and limitations of using some sources over others. Participants will have hands-on time with books and computers with the appropriate computer programs.

- COLL 4263 - Reference Tools 5: Government and Legal - Offered November 18th

Course Details

Date: Tuesday, September 15, 2009
Time: 1:30—4:30 pm
Location: Village Library
Facilitator: Julianna Link
Sign-Up Deadline: Tuesday, September 8, 2009

COMM 2303 - Compassionate Communication

Empathy is a quality of character that can change the world." -Barack Obama

Compassionate Communication connects us to a universal language of the heart -- a language of life. This course develops presence, communication skills and consciousness for creating connection based in compassionate giving and receiving, even when people are making it hardest for us to do this. Compassionate Communication was developed by Marshall B. Rosenberg, Ph.D. and is disseminated through the Center for Nonviolent Communication and its over 230 trainers and thousands of others worldwide.

Compassionate Communication training offers:

- A language of human needs and skills of communication
- Self-connection in well being, centeredness, and effective action
- Connection and Collaboration instead of Command and Control
- Honesty from the Heart
- A consciousness of interdependence and compassion
- Conflict resolution within ourselves and with others

Course Details

Date: Wednesday, September 16, 2009
Time: 1:30—4:30 pm
Location: Edmond Library, Room B
Facilitator: Lynda Bahr
Sign-Up Deadline: Wednesday, September 9, 2009

TECH 2403 - Word Basics (2007)

Establishing a working knowledge of Microsoft's Word document creation program can help any library staff member enhance their written communication skills. The Wonderful World of Word course is designed to provide each participant a hands-on approach to learning combined with the application of these learned skills immediately to a personal or work-related course project of his/her own choosing. Don't miss out on this excellent computer application class!

Course Goal: To explore and practice the basic creation of communication documents utilizing the Word 2007 software application of Microsoft Office.

Course Objectives: At the end of this course, participants will be able to:

- Create a variety of professional documents suited for different communicative events;
- Utilize formatting and proofing tools on the documents;
- Correct spelling and grammatical errors; and
- Inserting graphics, creating headers and footers, and work with columns and tables.

NOTE: Participants should come to class with a personal or work-related project in which the Word program can be utilized. Basic keyboarding skills and computer literacy are essential.

Course Details

Date: Thursday, September 24, 2009
Time: 1:30—4:30 pm
Location: Metro U Training Room
Facilitator: Kim Terry
Sign-Up Deadline: Thursday, September 17, 2009

COLL 2210 - Intro to Collection Management

This workshop is designed for all library employees and is intended to familiarize the participants with policies, procedures, methods and reports which are integral to the materials management process.

Course Objectives: At the end of this course, participants will be able to:

- Discuss library system policies and procedures relating to the materials management process;
- Recognize his/her own responsibility to contribute to the process of selecting new material, replacing older material, and withdrawing damaged, outdated, or unused materials;
- Understand the guidelines concerning bindery, gift materials and routing materials; and
- Use library system methods and reports regarding materials management.

Course Details

Dates: Thursdays, September 24, October 1, October 8, 2009
Time: 8:30—12:30 am
Location: Downtown Library—Metro U Training Room
Facilitator: Janet Brooks, Melissa Weathers, Heidi Johnson, Pauline Rodriguez-Atkins
Sign-Up Deadline: Thursday, September 17, 2009

Visit the Training
Website!

SAFE 3516—Prepare Training: Respect, Service and Safety

Foundation course developed by the Crisis Prevention Institute, Prepare Training is designed to promote respect, service and safety at work and can be used with customers, co-workers, and others you come in contact with in your life. Consisting of nine (9) modules, the highly interactive training focuses on helping the participants learn how to:

- recognize the early warning signs of anger or hostility;
- use personal space, body language, and paraverbal communication to relieve tension and defuse hostility; and
- foster respectful relationships and promote positive outcomes by using empathic listening skills, and apply the skills and strategies learned to realistic confrontational situations you may encounter in the work place.

Course Details

Dates: Tuesday, September 29, 2009
AND
Wednesday September 30, 2009
Time: 1:00—4:00 pm
Location: Edmond Library
Facilitators: Linda Hyams and Stacy Schrank



FOCUS! 2009



Registration Begins
Thursday
September 3, 2009

Look for the slider
and email coming
your way...

If you would like to be a part of next month's Training Times, please send ideas or lending library book reviews to the planning department at planning@metrolibrary.org

If you have any questions regarding these wonderful training opportunities, please visit the Training page http://morris/GotInfo/training/metro_university.htm or contact Dana Phillips or Stacy Schrank in PLA at 606-3822. Don't miss out on these great learning experiences!

Approved registrations should be forward by a manager or supervisor to the Planning Services Office via e-mail at planning@metrolibrary.org, by telephone at 606-3822, or via interoffice mail. Registration is **only confirmed** once a confirmation e-mail is received from the Planning Services Office.
Metro U enrollment procedures: http://morris/GotInfo/training/enrollment_procedures.html