



Office of Human Resources

Learning and Development

## Red Pathway to Professional Success

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## Pathways Overview

The **Red Pathway** to Professional Success (formerly known as the Staff Pathway) is designed to provide professional development opportunities for the University's most valuable resource – its employees. This Pathway will provide both full-time administrative support employees, as well as non-managers with tools and experiences to enhance their performance and overall effectiveness. Participants will build communication skills that positively impact their workplace relationships; learn time management and problem solving skills to improve effectiveness; learn about the importance of diversity and inclusion at the University; and enhance their use of technology.

## Design

The **Red Pathway** allows participants to build a network of support, gain knowledge of other areas of the University, and develop camaraderie with a spirit of collaboration. Several workshops are delivered online. Most Pathway workshops are offered twice a year, in the fall and spring semesters.

## Registration

The **Red** Training Pathway to Professional Success has two registration options:

### Option 1 – The Red Pathway Certificate of Completion and Recognition Event

This option will work towards earning the **Red** Pathway Certificate of Completion. The Certificate consists of 8 required core professional development classroom workshops, plus the learner's choice of 3 online courses and 3 Microsoft workshops. If participants choose this option, they must commit to complete **all** 14 of the necessary **Red** Pathway workshops within two years.

Register for the **Red** Pathway Certificate by emailing [mylead@duq.edu](mailto:mylead@duq.edu), and request to be added to the **Red Pathways Certificate track**. Participants must self-register for each individual Pathway workshop as listed in this brochure because the date of workshop attendance is your choice. This will allow MyLEAD to track Pathway workshop attendance. When all required workshops are complete, a **Red** Pathway Certificate of Completion will be awarded, and participants will be eligible to attend the next scheduled Recognition event.

### Option 2 – À la Cart Workshops

This option allows participants to register and attend any, and as many of the Pathway workshops they believe will benefit their professional development. Attendance will be tracked in MyLEAD, but no Pathway Certificate is awarded

Regardless of what option is chosen, you must pre-register for all Pathway workshops.

To register for the Staff Pathway workshops, visit [MyLEAD](#), and click the Training Schedule menu item.

## Outcomes

The **Red Pathway to Professional Success** will assist employees in generating new ways of thinking about achieving success in today's workplace. Both support staff employees and non-managers serve in a range of positions, from those that primarily deal with employees inside the University, to more public roles featuring high levels of interaction with students, parents, alumni, or other members of the Duquesne community. Professional development for these employees can strengthen both the University's internal efficiency and its external relations. Further, individuals learn best when new concepts are integrated into their actual work experiences.

The **Red** Pathway is designed so that employees can "learn, practice, and apply" new skills and approaches to their jobs. This Pathway supports the University Mission, and work towards the University Strategic Plan goal to "make available for faculty and staff ample and fulfilling opportunities for personal and professional growth; and encourage an entrepreneurial spirit that will allow it to creatively steward University assets, adapt to changing environments and enhance its financial vitality to fulfill its mission for a new era."

## The Supervisor's Role in the Pathway

**Supervisory support plays a critical role** in assuring the effectiveness of employee professional development. It is a proven performance advantage when supervisors show they value their employees' contributions and provide opportunity for their growth and learning. The **Red to Professional Success for Staff** provides the essential opportunity for both supervisor and employee to build effective relationships and enhance their communication. The Pathway includes a definitive component of supervisor support in several ways:

- The supervisor will be notified and must approve and support their employee's participation in the Pathway.
- The supervisor will be strongly encouraged to check in with their employee and discuss their perception and evaluation of the Pathway periodically.
- The supervisor will have the opportunity to comment on the growth, positive changes, and development, if any, that they have observed as a result of the Pathway by completing a final supervisor's evaluation.

## Core Workshop Descriptions

### Pathway to Delivering Great Customer Service

*Dates offered: 4/9/2019 and 10/23/2019*

This interactive workshop is designed to help frontline employees develop the skills and master the strategies needed to *deliver* memorable service experiences. Participants will:

- Understand how to increase customer satisfaction in their departments
- Increase their credibility with customers, and thus their value to the University
- Design and commit to a Code of Service Excellence

### Pathway to Effective Interpersonal Communication & Listening

*Dates offered: 5/16/2019 and 11/7/2019*

Communication and listening effectively in the workplace is critical to organizational success. In this session, participants will:

- Recognize barriers to effective listening
- Discuss the importance of nonverbal communication
- Apply active listening techniques
- Identify their preferred communication style (via completion of a DiSC Preview assessment)

- Uncover ways to interact with the communication styles of others

### **Pathway to Managing and Motivating Student Employees**

*Dates offered: 3/19/2019 and 10/23/2019*

In this session, participants will learn strategies for building loyalty, improving skills, and increasing productivity among student employees within the department. Become empowered to be a direct educator of our students by preparing them to enter the workforce as responsible, outstanding employees. Participants will:

- Learn goals of the Student Employment Program
- Gain understanding of student employees' perspectives
- Ways to motivate student employees
- Increase knowledge of best practices for addressing student employee performance problems using coaching or progressive discipline, while also following University policies

### **Pathway to Problem Solving Skills for the Workplace**

*Dates offered: 5/22/2019 and 11/6/2019*

This workshop will provide participants with an overview of how to identify, approach, and solve problems creatively and effectively in the workplace. Interactive skill-building exercises to guide participants through the stages of the problem-solving process using specific examples of problems will be used. Participants will learn:

- The process of defining the problem
- How to be prepared to find their own solutions to problems they uncover in their work environment
- How to make an appropriate recommendation to solve the problem

Please note this course has an online component.

**Acting Decisively:** Link: <https://www.linkedin.com/learning/acting-decisively>.

More information about LinkedIn Online Learning can be found on page 5

### **Pathway to Resolving Conflict without Blame**

*Dates offered: 3/28/2019 and 9/26/2019*

This workshop will provide learning techniques to improve relationships with your coworkers, clients, and managers and find your way through “conflict back to cooperation.” Learning Outcomes are:

- Understanding how conflicts arise
- Exploring the principles of influence to build trust
- Reframing the argument
- Brainstorming solutions in working with difficult people

### **Pathway to Better Business Communications**

*Dated offered: 5/2/2019 and TBD*

This session is designed to offer participants the components of accurate writing conventions for several formats, whether electronic or in written form. Participants will:

- Recognize rhetorical elements that drive business writing decisions
- Discover conventions for writing to internal and external audiences
- Determine which medium (print, digital, oral) to use for different business communication tasks
- Review writing strategies and proofreading tips
- Identify appropriate email and social media etiquette

### **Pathway to Effective Presentation Skills**

*Dates offered: TBD*

Course Description: Coming Soon!

## **Organizational Communication**

*Dates offered: 4/30/2019 and TBD*

Being successful requires effective communication, not only to inform others about services and plans, but also to build relationships with key constituencies. Learn the fundamentals of communication and understand why adapting communication styles is an important component of effective management. In this session, participants will:

- Understand their primary and secondary communication styles
- Learn how those with other communication styles interpret how you communicate
- Develop effective ways to communicate with those who have different styles from yours

## **Microsoft Office Workshops\***

*\*denotes fee*

Three Office 2016 application courses (Word, Excel, PowerPoint and/or Outlook) are required to earn the **Red Pathways** certificate. Additional in-depth training is also available via online learning and can be found on the Pathways page in DORI.

### **Microsoft Word 2016 Intermediate: Creating Professional-looking Documents**

*Dates offered: 3/29/2019 and TBD*

*Fee: \$25.00*

Microsoft Word is the leading word processing and document creation tool for both personal and business use. In this course, you will learn how to modify complex documents and use advanced tools to create elegant and professional-looking documents. An overview of some of the new features in Office 2016 will also be discussed. **Note:** Participants should have a basic, general knowledge of creating documents using Word. In this session, participants will:

- Create Mail Merge documents
- Use Writing Styles and Acknowledge Sources
- Create and Modify Footnotes and Endnotes
- Explore Special Features (Table of Contents, Indexes)
- Use Markup, Comments and Tracking to review documents
- Explore Templates in Word
- Collaborate and Share Documents in Box and/or OneDrive

### **Microsoft Excel 2016 Intro Level 1: Getting Started with Excel & Spreadsheets**

*Dates offered: 4/5/2019 and TBD*

*Fee: \$25.00*

Microsoft Excel is a powerful tool essential for managing and presenting data in today's working environment. If you work with numbers, then you need to master Excel. In this course you will create and edit basic worksheets and workbooks. An overview of some of the new features in Office 2016 will also be discussed.

**Note:** This course is designed for participants who want to gain the necessary skills to create, edit, format, and print basic Microsoft Excel 2016 worksheets. In this session, participants will:

- Create basic worksheets using Microsoft Excel 2016
- Perform calculations in an Excel worksheet.
- Modify an Excel worksheet.
- Modify the appearance of data within a worksheet.
- Manage Excel workbooks.
- Print the content of an Excel worksheet.

- Convert, sort, filter, and manage lists.
- Learn how to use handy new features in 2016.
- Collaborate and Share Documents in Box and/or OneDrive

## **Microsoft Excel 2016 Intermediate Level 2: Doing More with Excel: Using Formulas, Functions & Charts**

*Dates offered: 4/12/2019 and TBD*

*Fee: \$25.00*

It is frustrating to know what Excel can do, but not understand the techniques to accomplish it. In this course, participants will work with charts and advanced formatting including styles. Participants will learn to use formulas and functions that make work go faster, as well as Excel tips and shortcuts to make data more useful and worksheets easier to manipulate. An overview of some of the new features in Office 2016 will also be discussed. **Note:** This course is designed for participants who want to advance their skill set by learning to work with advanced formulas, functions and charting in Excel. In this session, participants will:

- Learn to use formulas and functions.
- Use Relative, Absolute and Mixed Cell References in Formulas
- Create and design effective charts.
- Integrate charts into other applications
- Modify the Data Source
- Create and Customize Sparklines
- Learn how to use handy new features in 2016.
- Collaborate and Share Documents in Box and/or OneDrive

## **Microsoft Excel 2016 Advanced Level 3: Using Excel to Summarize and Analyze Data**

*Dates offered: 4/26/2019 and TBD*

*Fee: \$25.00*

When employees know how to use Excel, it improves their efficiency in the workplace. In this course, participants will learn how to use pivot tables, audit and analyze worksheet data and utilize data tools to collaborate with others. An overview of some of the new features in Office 2016 will also be discussed.

**Note:** This course is designed for participants who have intermediate knowledge of Microsoft Excel 2016 and want to learn advanced skills. In this session, participants will:

- Master advanced formulas and functions
- Understand the benefits of using data tables
- Convert text, validate and consolidate data
- Share and protect workbooks.
- Learn how to apply conditional formatting
- Create and modify a pivot table
- Learn how to use handy new features in 2016.
- Collaborate and Share Documents in Box and/or OneDrive

## **Microsoft Office/Outlook 365 Intro: Get More Done with Outlook 2016**

*Dates offered: 5/3/2019 and TBD*

*Fee: \$25.00*

Office 365 is ready for work whenever you are. With Office 365, you can access documents, emails and calendars from any device. Similarly, Outlook is the most used email application in professional offices. Having a good working knowledge of Office 365/Outlook will give you a clear advantage in both the quality and speed of your work output. In this course you will explore the ribbon and learn how to customize it. You will also



learn tips and tricks on navigating within applications, and how to better manage emails and organize your calendar. **Note:** Participants do not require prior knowledge of Office 365/Outlook. In this session, participants will:

- Navigate the Office 365/Outlook home page and applications
- Work within the Outlook Web App and the desktop version
- Work with the Ribbon, Tabs, Groups, and Commands.
- Work with Message, Calendar and Contacts
- Learn about the new Insights tool
- Use the ‘tell me’ feature and other features in 2016
- Collaborate and Share Documents in Box and/or OneDrive

### **PowerPoint 2016 Intro: Getting Started with PowerPoint**

*Dates offered: 5/17/2019 and TBD*

*Fee: \$25.00*

Microsoft PowerPoint is a complete presentation graphics package that gives you everything you need to produce a professional-looking presentation. Show your best ‘slide’ as you learn the fundamentals needed to create and modify basic presentations using Microsoft Office PowerPoint 2016. Additionally, you will learn expert tips that will help make your presentations shine, and keep your audience engaged with animation effects, embedded videos, and more. **Note:** Participants do not require prior knowledge of PowerPoint.

In this session, participants will:

- Create and Manage Presentations
- Insert and format shapes, pictures and slides
- Create Slide Content
- Use Transitions and Animations
- Learn how to use handy new features in 2016.
- Collaborate and Share Documents in Box and/or OneDrive

\*Workshop fees cover the cost of the instructors and materials for each participant. Participation in these workshops require adding a budget code during the registration process. Be sure to include the Fund, Org and Account number. Fees incurred **will not be refunded** if cancellation occurs **less than two weeks prior to the workshop date.**

### **Current 2019 Classroom Training Schedule - Red Pathways Certificate**

3/19/2019	Pathway to Managing & Motivating Student Employees
3/28/2019	Pathway to Resolving Conflict without Blame
3/29/2019	Microsoft Word 2016 Intermediate: Creating Professional-Looking Documents
4/2/2019	Pathway to Better Business Writing
4/5/2019	Microsoft Excel 2016 Intermediate Level 1: Getting Started with Excel & Spreadsheets
4/9/2019	Pathway to Delivering Great Customer Service
4/12/2019	Microsoft Excel 2016 Intermediate Level 2: Doing More with Excel: Using Formulas, Functions & Charts
4/26/2019	Microsoft Excel 2016 Advanced Level 3: Using Excel to Summarize and Analyze Data
5/3/2019	Microsoft PowerPoint 2016 Intro: Getting Started with PowerPoint
5/16/2019	Pathway to Effective Interpersonal Communication & Listening
5/17/2019	Microsoft Office/Outlook 365 Intro: Get More Done with Outlook 2016
5/22/2019	Pathway to Problem Solving Skills in the Workplace
9/26/2019	Pathway to Resolving Conflict without Blame
10/9/2019	Pathway to Delivering Great Customer Service



10/23/2019	Pathway to Managing & Motivating Student Employees
11/6/2019	Pathway to Problem Solving Skills in the Workplace
11/7/2019	Pathway to Effective Interpersonal Communication & Listening

## LinkedIn Online Learning

Most online and blended learning workshops are accessed via LinkedIn Online Learning (formerly Lynda.com). To avoid any fees, it is recommended that the “30-day free trial period” LinkedIn Learning license be utilized. However, if more time is needed to complete the course work, participants are encouraged to become a member of the Carnegie Library, which includes free access to LinkedIn. Membership is free to in-state residents. There is a minimal fee for out-of-state residents.

- To register for the trial license, visit: <https://www.linkedin.com/learning/?trk=uno-reg-guest-home-learning>
- To obtain a Carnegie Library card, visit: <https://www.carnegielibrary.org/services/get-a-library-card/>

## Online Workshops\*

\* You must register with LinkedIn to complete these online workshops.

### Acting Decisively

*Offered continuously / Duration: 39 minutes and 5 seconds*

Whatever your role—whether you're a manager or an individual contributor—acting decisively is a key skill. As a manager, your employees need clarity about your team's overall strategic direction, as well as what you want and expect from them. As an employee, what gets you noticed and recognized is your ability to act and produce results. In this course, career expert Dorie Clark helps you overcome the roadblocks to decisive action, get the information you need, and determine when it's appropriate to act—or conversely, when it's better to hold off until you know more. She also discusses how to find the courage to act decisively under challenging circumstances.

Link <https://www.linkedin.com/learning/acting-decisively>

### Efficient Time Management

*Offered continuously / Duration: 1 hour and 58 minutes*

Did you know that if you save just one hour per week, you could gain a whole week of uninterrupted time each year? That's the power of time management. This course will help you reclaim those hours by managing your time more efficiently and increasing your professional and personal productivity. Author Chris Croft explores how to establish a productive environment by establishing systemic approaches for repeating tasks, reducing inefficiency, organizing your work area, and using an effective system to reduce filing. He also discusses how to best create and manage to-do lists, organize the constant influx of information, leverage software to improve efficiency, and manage email.

Link: <https://www.linkedin.com/learning/efficient-time-management>

### Managing Up

*Offered continuously / Duration: 1 hour and 3 minutes*

Are you ready to take charge, do good work, and be noticed for it? If you do not manage up, you may never have the opportunity to manage down. This course is designed to help you learn how to maximize your career by managing up. Leadership consultant and best-selling author Roberta Matuson explains what managing up is, what it is not, and why it is important to achieving success. In this course, participants will:

- Decipher the management style of your boss
- Outline techniques for building a strong relationship as well as how to avoid mistakes
- Address the need to master office politics, navigate your workplace effectively, and boost your performance by maximizing personal and positional power.

Link: <https://www.linkedin.com/learning/managing-up>

## **Dealing with Change**

*Offered continuously*

Session 1: Don't Fight the Change / Duration: 2 hours and 2 minutes

Workplace change is hard. In this course, Chris Croft explains why we struggle with change, and shares many practical techniques that can help you manage—and even thrive—in a world of constant change. Chris begins the course with general overview of change, explaining why most of us dislike it and how to prepare for the changes you'll inevitably encounter throughout your life. Next, he outlines five common types of workplace change—restructuring, layoffs, new initiatives, starting a new role in a team, and getting off to a good start with a new boss—and provides strategies for dealing with each. Even as he addresses particular types of workplace change, Chris shares helpful techniques that could easily apply to other changes in your life.

Link: <https://www.linkedin.com/learning/handling-workplace-change-as-an-employee/don-t-fight-the-change>

Session 2: Embracing Change / Duration: 11 minutes and 34 seconds

In this short course, author and business coach Todd Dewett explains how you can harness the power of change and benefit those around you by avoiding quick reactions, adopting a positive attitude, and developing a 30-day plan to integrate change.

Link: <https://www.linkedin.com/learning/embracing-change/embracing-change>

## **The Importance of Critical Thinking**

*Offered continuously / Duration: 1 hour and 6 minutes*

Critical thinking is the ability to think reflectively and independently in order to make thoughtful decisions. By focusing on root-cause issues critical thinking helps you avoid future problems that can result from your actions. In this course, leadership trainer and expert Mike Figliuolo outlines a series of techniques to help you develop your critical thinking skills. He reveals how to define the problem you're trying to solve and then provides a number of critical thinking tools such as blowing up the business, asking the 5 whys and the 7 so whats, exploring the 80/20 rule, and more. He also provides guidance on how to develop this skill across your whole team.

Link: <https://www.linkedin.com/learning/critical-thinking/the-importance-of-critical-thinking>

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Contact **Learning and Development** ([mylead@duq.edu](mailto:mylead@duq.edu) or 412-396-5774) for more information, or log-in to DORI and visit [DORI Training & Development Blue Pathway to Professional Success](#) web page for the Pathway details, schedules and [MyLEAD](#) registration information.