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## **The University of the West Indies, Monna Campus**

**THE OFFICE OF THE CAMPUS REGISTRAR  
HUMAN RESOURCE MANAGEMENT DIVISION**

**TRAINING**

**Catalogue**  
**2016 - 2017**



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# MISSION STATEMENTS



## THE OFFICE OF THE CAMPUS REGISTRAR

To support the Campus and University by providing outstanding administrative leadership and customer service to students, staff, Faculties and external stakeholders with integrity and mutual respect.

## THE HUMAN RESOURCE MANAGEMENT DIVISION



To provide efficient and effective HR services by developing, implementing and maintaining active and responsive policies, strategies and practices, in order to recruit, appoint, develop and retain quality staff within a stable and productive working environment.



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Training Catalogue 2016-2017





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# Overview

## Who We Are

The Office of the Campus Registrar – Human Resource Management Division offers learning and development opportunities through the Organisational Development & Employment Services (OD&ES) Unit.

## The Purpose of our Training Catalogue

The aim of preparing this catalogue is to provide a summary of specific programmes and a list of modules/topics found in each programme as we seek to support the goals and objectives of the Mona Campus by promoting and actively pursuing the development of competencies directly related to the Campus' immediate needs.

## About the Courses

Courses were developed with specific target groups in mind and are generally identified as a part of a larger programme geared towards fulfilling the University's mission and vision. However, specific elements/modules may be extracted for open attendance based on an expressed team and individual development plan.

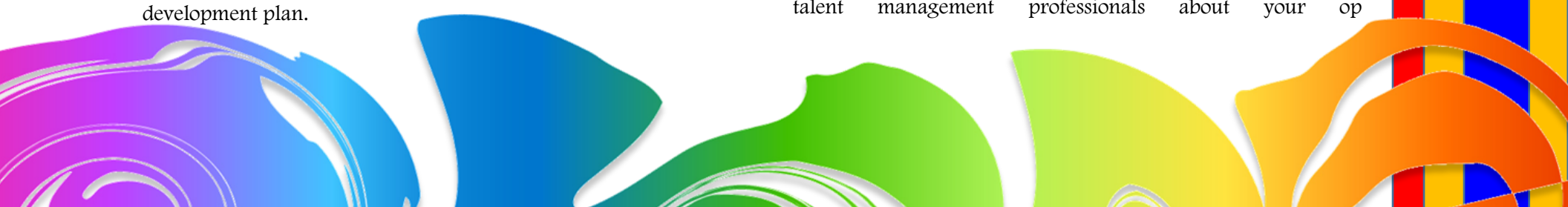
## How to Use the Training Catalogue

This Catalogue should be used as reference document in identifying development and learning objectives consistent with your personal or individual development plan. Heads of Department and Supervisors may also use this guide as reference for creating and requesting staff, team and individual development programmes.

## How to Register

Staff seeking to find out more about each module will be required to log on to their Self-service profile in **PeopleSoft** and enter the course name to see full module descriptions. Staff wishing to enrol in the various training events are also required to register using the Self-service interface in PeopleSoft.

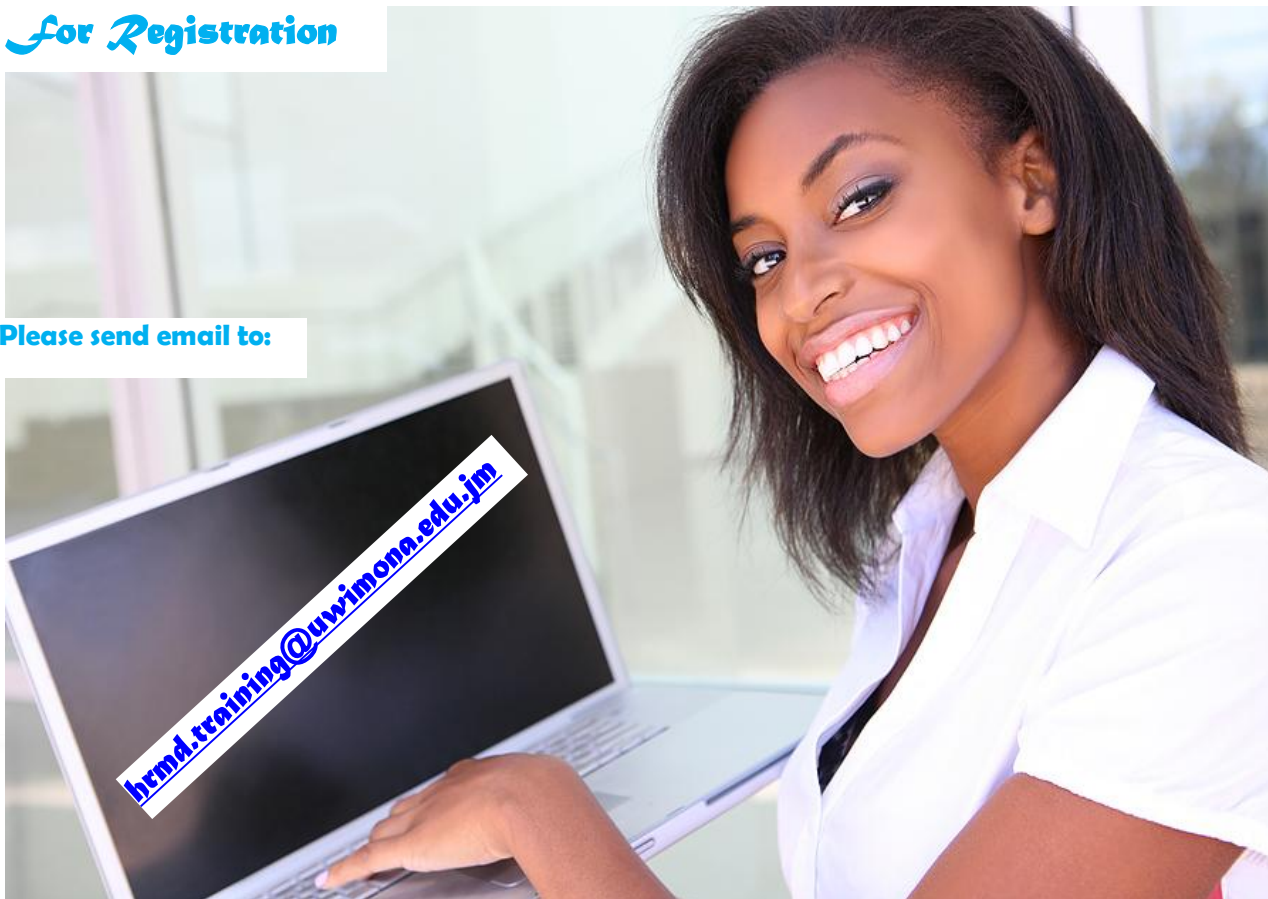
If you are interested in a particular course but are not among the prescribed target audience, Please speak with one of our talent management professionals about your op



# How to Apply

*For Registration*

Please send email to:





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# Service Staff Training Seminars



These programmes are specially designed for members of the service staff to assist in the development of technical and knowledge-based competencies which are specific to everyday responsibilities and services offered by this group.



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# Basic Computer Skills

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## Venue

Computer Lab in the Computing Department

## Workshop Courses

- 1) Introduction to the Computer & Microsoft Word
- 2) Introduction to the Internet & UWI Intranet

## Overview

This workshop will introduce participants to the basic concepts, rules and skills needed to attain a basic level of computer literacy.

Participants will be taught how to access the UWI's Homepage, MonaXchange and to complete their Annual Performance Appraisal in PeopleSoft.

## Benefits

As a result of participating in this workshop, you will be able to:

1. Describe the proper procedure to access the UWI's Homepage, MonaXchange and to complete the Annual Performance Appraisal in PeopleSoft.
2. Demonstrate accessing the UWI's Homepage, MonaXchange and completing the Annual Performance Appraisal in PeopleSoft.
3. Accept the proper procedure to access the UWI's Homepage, MonaXchange and to complete the Annual Performance Appraisal through PeopleSoft.

## Target Group

All members of the Service Staff

## Dates

### Group 1

- 1) Thursday, November 17, 2016 – Introduction to the Computer & Microsoft Word 1:00pm – 4:00pm
- 2) Monday, November 21, 2016 – Introduction to the Internet & UWI Intranet 9:00am – 12:00pm

### Group 2

- 1) Thursday, February 9, 2017 – Introduction to the Computer & Microsoft Word 1:00pm – 4:00pm
- 2) Thursday, February 16, 2017 – Introduction to the Internet & the UWI Intranet 9:00am – 12:00pm





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# Food & Beverage Service

## Overview

The aim of this workshop is to standardise, reinforce and improve food service practices at the UWI Mona in accordance with general food service standards.

## Benefits

As a result of participating in this workshop, you will be able to:

- 1) Apply food service skills in serving staff and guests of the Campus with food and beverage.
- 2) Utilise basic and proper food service terminology
- 3) Maintain standardised cleanliness and appearance for persons working in the service of food.

## Target Group

Members of staff whose jobs involve the service or supervision of food service.

## Workshop Courses

- 1) Hygiene and Grooming for Food Service Personnel
- 2) Basic Table Set-up
- 3) How to Pick-up & Serve Beverages (hot & cold)
- 4) Clearing Table & Packing Plates
- 5) Food Terminologies



**Venue**  
The Human Resource Management Division (HRMD) Conference Room,  
Administrative Annex – Senate Building

## Date

October 18, 2016  
November 22 & 29, 2016

## Competency Developed

Job knowledge/Technical Competence

## Delivery Method

Practical, Video, Lecture



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# Workplace Etiquette

## Overview

This workshop aims to cover workplace expectations and acceptable office behaviour for support staff when interacting with staff, students and other visitors to the Campus. Participants will be exposed to appropriate office dress and grooming, verbal communication, telephone skills and the University Standards for customer service.

## Benefits

As a result of participating in this workshop, you will be able to:

1. Distinguish between appropriate and inappropriate office behaviour.
2. Demonstrate professional use of the telephone in a business environment.
3. Display skill in addressing behaviours that are unpleasant, rude or offensive.
4. Display professional behaviour when interacting with students and other office staff.

## Length of Session

9:00am – 12:00pm

## Date

March 2 & 9, 2017



## Venue

The Human Resource Management Division (HRMD)  
Conference Room  
Administrative Annex – Senate Building

## Target Group

Members of the Service Staff whose job function involves interacting with students and working within the office environment.

## Competency Developed

Technical Competence

## Maximum Capacity

20

# Administrative & Technical Staff Training Seminars



These programmes are designed for members of the Administrative & Technical Staff with the specific aim of developing competencies which are essential to improve and enable active contribution to the academic work of the University by supporting Department Heads and Supervisors more efficiently and effectively.

# Administrative Effectiveness - Using Microsoft Outlook to Your Advantage

## Overview

This aim of this workshop is to enable administrative support staff to utilize the many features (*including sharing calendars, tagging messages for follow-up, creating Task/To Lists*) of Microsoft Outlook to become more effective in providing support to Managers and supervisors.

## Benefits

As a result of participating in this workshop, you will be able to:

1. Customize MS Outlook to Office Requirements
2. Create Folders to better Manage Emails
3. Utilise Address Book for Messages
4. Creating Contact Lists for Persons in Your Department
5. Set Meetings using MS Outlook
6. Share & Manage Calendars with Managers and Supervisor

## Workshop Courses

1. Customisation
2. Mail View & Email
3. Managing Contacts
4. Sharing Calendars
5. Tasks & To-Do lists
6. Notes & Folders
7. Meeting Management
8. Attachments and Bulk Email

## Length of Sessions

9:00am – 12:00pm

## Maximum Capacity

20

## Date

March 28, 2017



## Venue

The Human Resource Management Division (HRMD)  
Conference Room  
Administrative Annex – Senate Building

## Target Group

Senior Administrative Assistants/Office Managers and Administrative/Senior Secretaries whose functions involve providing assistant to a HOD/Manager and. No prior experience with developing PowerPoints necessary.

## Competency Developed

Technical Competence



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# Supervisory Management

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## Overview

This workshop introduces participants to effective supervisory management theories and practices that will enable the participant to clearly understand human behaviour within the workplace and many of the processes and structures that influence those behaviours.

Participants will also be taught effective interventions to influence behaviour in the direction of the goals, vision and mission of the academy.

## Benefits

As a result of participating in this workshop, you will be able to:

- 1) Recognise the various types of human behaviours within the workplace that impact the goals, vision and mission of the organisation.
- 2) Develop effective interventions to influence human behaviour within the workplace in the direction of the goals, vision and mission of the organisation.
- 3) Influence the various types of human behaviours within the workplace that impact the goals, vision and mission of the organisation.



## Dates

- 1) Thursday, February 2, 2017
- 2) Tuesday, February 7, 2017
- 3) Tuesday, February 14, 2017
- 4) Thursday, February 23, 2017
- 5) Tuesday, March 7, 2017
- 6) Thursday, March 16, 2017
- 7) Tuesday, March 21, 2017

**Length of Session**  
9:00am – 12:00pm



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# Introduction to Microsoft PowerPoint™



## Venue

The Human Resource Management Division (HRMD)  
Conference Room  
Administrative Annex – Senate Building

## Target Group

Senior Administrative Assistants/Office Managers  
and Administrative/Senior Secretaries whose  
functions involve providing assistant to a

## Date

June 8, 2017

## Overview

This aim of this workshop is to enable users to create professional-looking PowerPoint (PPT) presentations to convey information in an organized manner to an individual or group through the use of clip art, sound clips, movie clips, graphs, organization charts, imported Web screens, and many other features, will impress an audience and convey message clearly and professionally.

## Benefits

As a result of participating in this workshop, you will be able to create a presentation with the following features:

1. An appropriate design template
2. Text and Clip Art
3. Charts
4. Animated Effects and transitions
5. Pictures and Web screens

## Workshop Courses

1. New PowerPoint Document
2. Adding Slides
3. Formatting Text
4. Starting a Slide Show
5. Slide Transitions
6. Slide Animations
7. Adding Design Theme
8. Inserting Clip Art
9. Additional Features

## Length of Session

9:00am – 3:00pm

## Maximum Capacity

20

## Competency Developed

Technical Competence



# Customer Service Essentials



## Venue

The Human Resource Management Division  
(HRMD) Conference Room  
Administrative Annex – Senate Building

## Length of Sessions

9:00am – 2:00pm

## Dates

### Group 1

- 1) Tuesday, April 4, 2017
- 2) Thursday, April 6, 2017

### Group 2

- 3) Tuesday, April 25, 2017
- 4) Thursday, April 27, 2017

## Overview

This workshop aims to equip participants with the skills and attitude necessary in providing exceptional customer service at all times by developing and refining their customer service delivery skills.

Participants will also be exposed to practical tools, tips and techniques that will help them make every customer contact, an enriching customer experience.

## Benefits

As a result of participating in this workshop, you will be able to:

- 1) Identify the practices and attitude necessary for delivering exceptional customer service all the time.
- 2) Demonstrate exceptional customer service practices and attitude all the time.
- 3) Follow the practices and attitude necessary for delivering exceptional customer service all the time.
- 4) University standards for customer service
- 5) Telephone techniques

## Workshop Courses

- 1) At Your Service: Serving Diverse Stakeholders
- 2) The UWI Customer Service Standards
- 3) Customer Service via Email & the Telephone
- 4) Building Strong Customer Relationships
- 5) Providing Exceptional Customer Service all the Time
- 6) Face to Face: Effective First Impressions
- 7) Complaint Resolution & Follow-up
- 8) Tactics for Dealing with Difficult Customers



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# Developing Useful Job Aids & Desk Manuals



### Venue

The Human Resource Management Division (HRMD) Conference Room  
Administrative Annex – Senate Building

### Length of Sessions

9:00am – 1:00pm

### Maximum Capacity

20

### Overview

Job aids are simple inexpensive tools that have been used for a long time to support increased efficiency and improve the consistency of performance on the job. This workshop is fundamentally about knowledge management and targets the documentation of procedural and policy related information which are essential to enabling the effective and efficient operation and continuity of any Department.

### Benefits

As a result of participating in this workshop, you will be able to:

1. List benefits and types of Job Aids
2. Assess whether to use a job aid for a particular task
3. Select the most appropriate Job Aid design based on the Task/Function
4. Create a Useful Desk Manual/Job Aid for his or her Department.

### Target Group

Administrative, Technical & Senior Administrative Staff

### Dates

March 14 & 23, 2017







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# Business Writing Workshop

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## Venue

The Human Resource Management Division (HRMD)  
Conference Room  
Administrative Annex – Senate Building

## Length of Sessions

9:00am – 1:00pm

## Maximum Capacity

20

## Overview

Information is critical to an organization and when this information is communicated in writing, the quality of this communication can have a significant impact on the organization's performance and decision making. Effective business writing is accurate, unambiguous, concise, logical and easily understood. The aim of this workshop is to standardize business writing across the Mona Campus by helping the participants to develop the skills necessary for successful business writing – be it letters, emails, memos or reports.

## Benefits

As a result of participating in this workshop, you will be able to:

- 1) Write business documents to a professional standard and conforming to acceptable UWI standards
- 2) Present information in an organized, structured way so as to achieve a specific objective
- 3) Use a business-like style and vocabulary, while displaying sensitivity to different levels of reader expertise
- 4) Express ideas with confidence and clarity, supporting persuasive and logical arguments

## Target Group

All members of the Administrative & Technical Staff Workforce

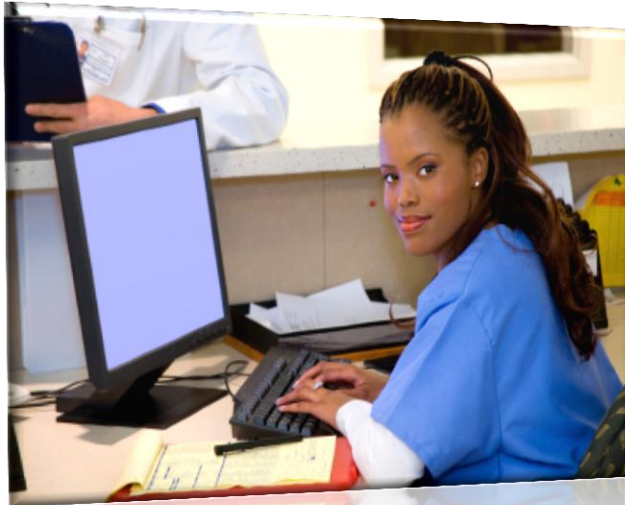
## Dates

February 17, 2017



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# Medical Office Administration



## Overview

The aim of this workshop is to provide an introduction understanding the basic rules/expectations governing patient-doctor relationship in a clinical department. The course reviews vocabulary and phrases related to medical conditions, body parts, insurance issues, medical billing and medical office operations so that administrative support staff are conversant with the medical terminologies so they can more effectively provide support to Heads of Department and Clinical Academic Staff and supervisors.

## Benefits

As a result of participating in this workshop, you will be able to:

1. Describe standard patient/doctor operation procedures in Clinical Department
2. Define and use common medical abbreviations and symbols
3. Correctly spell medical terms, pronounce medical terms and correctly read passages containing medical terms.

## Target Group

Senior Administrative Assistants/Administrative Assistants/Secretaries who work in medical departments whose functions involves providing administrative support to the department.

## Dates

June 19 & 22, 2017

## Competency Developed

Technical Competence

## Venue

The Human Resource Management Division (HRMD) Conference Room  
Administrative Annex – Senate Building

## Length of Sessions

9:00am – 12:00pm

## Maximum Capacity

20



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# Minute Taking Workshop



## Venue

The Human Resource Management Division (HRMD)  
Conference Room  
Administrative Annex – Senate Building

## Length of Sessions

9:00am – 2:00pm

## Maximum Capacity

20

## Overview

The aim of this workshop is to enable participants to maximize their Minute Taking skills by understanding the role and responsibility of a Minute Taker before, during and after the meeting. The participants will learn how to identify and highlight important points to include in the minutes, listening for the message and not the words and guidelines for preparing meeting agendas and structuring professionally written minutes.

## Benefits

By the end of the session, participants should be able to:

- 1) Understand the importance of producing ‘good’ minutes
- 2) Understand the process of ‘effective’ minute taking
- 3) Extract pertinent details and produce sample minutes from the workshop scenario.

## Target Group

Senior Secretaries/Secretaries/Administrative Assistants whose functions involve providing assistant to a HOD/Manager.

## Dates

February 27, 2017

# Leadership Development



The programmes are designed to deliver the requisite insight, vision, skills and knowledge to expand leadership potential that is necessary to lead effectively in any academic institution and specifically for the UWI, Mona Campus.

# Leadership Co-Efficient

## Overview

This Leadership and Development Programme is designed for Heads of Department. The aim is to empower participants with the required knowledge that will facilitate and enable effective leadership in a higher education institution.

## Benefits

As a result of participating in this workshop, you will be able to:

- 1) Articulate the scope of their duties & the organisational framework which supports it.
- 2) Employ basic financial management practices in managing & allocating the Department's finances.
- 3) Identify the environmental factors that shape his/her Department's actions.
- 4) Develop a map for the Department with actions or initiatives which will grow the Department.
- 5) Utilise appropriate human resource practices to develop staff & manage their performance.
- 6) Identify and monitor students.
- 7) Develop strategies for managing change & transition for themselves and their work environment.



## Venue

The Human Resource Management Division (HRMD)  
Conference Room,  
Administrative Annex – Senate Building

## Target Group

Heads of Departments/Units/Sections.

## Length of Sessions

Three (3) hours

# Leadership Co-Efficient (cont'd)

## Workshop Modules

- 1) The Role of the Head of Department – May 5, 2017
- 2) The UWI Governance Structure – May 12, 2017
- 3) The UWI Terms & Conditions of Service – May 19, 2017
- 4) Setting Performance Objectives – May 26, 2017
- 5) Managing Financial Responsibilities & Banner Training– June 2, 2017
- 6) Strategic Planning for the Department – June 9, 2017
- 7) Performance Management – June 16, 2017
- 8) Industrial Relations 101 – June 20, 2017
- 9) The UWI Student Lifecycle – June 23, 2017
- 10) Staffing Management & PeopleSoft Training – June 30, 2017
- 11) Stress Management – TBD
- 12) Teambuilding - TBD
- 13) The Curriculum & Quality Assurance Review - TBD



Length of Sessions

9:00am – 12:00noon

# *AMM (Aspiring & Incoming Managers) Programme*



These programmes are developed for members of the Academic, Senior Administrative & Professional Staff in leadership positions. The programmes are designed to deliver the requisite insight, vision, skills and knowledge to expand leadership potential that is necessary to lead effectively in any academic institution and specifically for the UWI, Mona Campus.

# Leadership Co-Efficient - B

## Overview

This Leadership and Development Programme is designed for Heads of Department. The aim is to empower participants with the required knowledge that will facilitate and enable effective leadership in a higher education institution.

## Benefits

As a result of participating in this workshop, you will be able to:

1. Articulate the scope of their duties & the organisational framework which supports it.
2. Employ basic financial management practices in managing & allocating the Department's finances.
3. Identify the environmental factors that shape his/her Department's actions.
4. Develop a map for the Department with actions or initiatives which will grow the Department.
5. Utilise appropriate human resource practices to develop staff & manage their performance.
6. Identify and monitor students.
7. Develop strategies for managing change & transition for themselves and their work environment.



## Venue

The Human Resource Management Division (HRMD)  
Conference Room,  
Administrative Annex – Senate Building

## Target Group

Heads of Departments/Units/Sections.

## Length of Sessions

Three (3) hours





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# Facilitating & Managing Change



## Overview

The aim of this workshop is to enable Middle Managers to prepare for and manage change at an organisational and personal level. To provide professional development training which will enable participants to successfully implement and sustain a change management process by applying tools and techniques to support a change intervention and evaluate the results of their efforts.

## Benefits

As a result of participating in this workshop, you will be able to:

1. Articulate the Principles of Change
2. Distinguish between the differing Roles in Organisational Change
3. Articulate how a preferred style affects how others perceive an individual and how a style influences the perception of others
4. Evaluating Change using a Results Matrix

## Target Group

Unit Managers

## Maximum Capacity

20

## Venue

The Human Resource Management Division (HRMD)  
Large Conference Room  
Administrative Annex – Senate Building

## Duration

1 Full Day 8:30am -4:30pm

## Dates

February 20, 2017





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# Advanced English Communication for Corporate Success

25



## Venue

The Human Resource Management Division  
(HRMD) Conference Room,  
Administrative Annex – Senate Building

## Overview

The successful professional must be able to communicate effectively both orally and in writing, using all aspects of the language competently and confidently and in appropriate contexts. For this reason, it is essential to know and practise the components of effective communication to a level of proficiency that compliments your professional status.

## Benefits

As a result of participating in this workshop, you will be able to:

1. Utilise correct grammatical structures orally and in writing
2. Appropriately utilise words paying attention to pronunciation, context and meaning
3. Appropriately use foreign phrases in everyday communication.

## Target Group

Managers & Middle Managers

## Maximum Capacity

15

## Duration

4 Sessions 9:00am - 1:00pm

## Dates

May 16, 18, 25 & 30, 2017

# Managing Conflict Constructively



## Venue

The Human Resource Management Division (HRMD) Conference Room,  
Administrative Annex – Senate Building

## Competency Developed

Interpersonal Effectiveness

## Duration

8:30am – 4:30pm

## Date

February 28, 2017

## Overview

Conflicts are not all bad, but unresolved conflicts can cause stress, low morale, and decrease productivity in any workplace environment. Unresolved conflicts can be unsettling, and in most cases a shift in thinking is needed prior to approaching resolutions. This workshop provides strategies for identifying conflicts before they arise and methods to prevent them from escalating. Come learn constructive tools for settling unresolved workplace issues.

## Benefits

As a result of participating in this workshop, you will be able to:

1. Recognize conflicts as a reality of group work
2. Understand your own conflict patterns
3. Identify and practice effective methods of conflict management
4. Gain skills to manage conflicts constructively

## Target Group

Persons in leadership positions, particularly Managers and Supervisors.

## Maximum Capacity

20



# Coaching for Improved Performance

## Overview

In a perfect world your team would be made up of people whose talents and strengths were perfectly aligned but, the world is not perfect. This workshop provides effective coaching techniques and other tools to help close the gap between expected performance and actual results. After completing this session, you'll be able to coach for improved performance by following a step-by-step process and use the appraisal meeting to focus on future growth and training for others.

## Benefits

As a result of participating in this workshop, you will be able to:

1. Define coaching and identify traits and behaviours of an effective coach.
2. Prepare and deliver constructive feedback to avoid common feedback barriers.
3. Apply the strategies to improve the performance of others.
4. Create guidelines for measuring performance.
5. Identify way to celebrate success.

## Target Group

HODs & Unit Managers

## Maximum Capacity

20



## Venue

The Human Resource Management Division (HRMD) Conference Room, Administrative Annex – Senate Building

## Duration

2 Sessions 9:00am – 1:00pm

## Date

May 11, 2017





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# Psychological Mastering of Time



## Venue

The Human Resource Management Division (HRMD) Conference Room, Administrative Annex – Senate Building

## Duration

9:00am – 1:00pm

## Date

June 13, 2017

## Overview

Transform your massive demands and responsibilities into the exciting realization that you can accomplish something truly meaningful. This workshop will help you to focus and define your life by making you ask yourself new questions and once you know the results you are after, how to achieve them becomes immediately clear.

## Benefits

As a result of participating in this workshop, you will be able to:

1. Replace your "to-do" list with a daily plan that maximizes your time and guarantees your accomplishment.
2. Integrate the planning and the scheduling of personal and professional long-term and short-term projects.
3. Create a compelling vision for the areas of life that matter most to you.

## Target Group

Heads of Department

## Maximum Capacity

30





These exciting, impactful and informal learning and information sessions are designed to provide an opportunity for employees to learn about topics that are ancillary to work, develop their knowledge about life skills, the world, in general, and other topics of interest in a relaxed atmosphere.





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# Brown Bags



**Venue**

Council Room

**Target Group**

All members of staff

**Length of Sessions**

12:00pm – 1:00pm

**Benefits**

As a result of participating in these sessions, participants will:

- 1) Acquire knowledge on a variety of non-job specific but topical issues
- 2) Learn life skills/practices that may enhance personal development

**Workshop Courses**

- 1) Andropause & Menopause – Myths & Realities **November 10, 2016**
- 2) Sex, Love & Intimacy: At Any Age? **November 30, 2016**
- 3) How to Raise a Confident Child **January 11, 2017**
- 4) Dressing your Curves (Women) **February 3, 2017**
- 5) 5 Things Psychiatrists Know That You Should Too **June 8, 2017**
- 6) Emotional Eating: The Connection Between Food & Mood **March 12, 2017**
- 7) Performance Without Reward: Making the Link **April 12, 2017**
- 8) Basic First Aid for the Office **May 10, 2017**
- 9) Paying Off Debt While Building Wealth **May 31, 2017**
- 10) GQ: Dressing the Part (Men) **June 7, 2017**





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# Newbie Snippets



## Overview

This is a new learning and information session designed to provide orientation information to new staff that will help them to better understand their new work environment and work expectations.

## Workshop Courses

- 1) Compensation & Benefits (ATS Staff) **Nov 2, 2016**
- 2) Compensation & Benefits (ASAP Staff) **January 4, 2017**
- 3) Attendance & Leave (ASAP Staff) **Feb 1, 2017**
- 4) Attendance & Leave (ATS Staff) **Feb 22, 2017**
- 5) Performance Appraisal (ATS Staff) **March 15, 2017**
- 6) Performance Appraisal/Assessment/Evaluation (ASAP Staff) **April 5, 2017**
- 7) Staff Development Opportunities (ATS Staff) **May 3, 2017**
- 8) Staff Development Opportunities (ASAP Staff) **June 14, 2017**

### Venue

Council Room

### Target Group

All members of staff

### Length of Sessions

1 ½ hours







*Join our  
Team of  
Presenters!*



### *Become a Presenter*

Members of staff who wish to share their expertise in various areas are welcomed to offer their services. Contact us today and discuss your contribution to the development of colleagues and enhancement of our suite of programmes.

### *Additional Information*

Changes in dates or programme delivery may occur after you have enrolled. Please check Mona Messaging/your email for date changes and updates.

Additional workshops may be added based on demand. If you are interested in a workshop that you do not see listed on the current online calendar, let us know. You can contact the Training Team by sending an email to [hrmd.training@uwimona.edu.jm](mailto:hrmd.training@uwimona.edu.jm), [kay.bruce@uwimona.edu.jm](mailto:kay.bruce@uwimona.edu.jm) or [marilyn.sheriff@uwimona.edu.jm](mailto:marilyn.sheriff@uwimona.edu.jm) .



frequently  
asked  
**QUESTIONS**

**1. How are course selections made?**

Selections are made after the registration deadline for each course. All courses have a target audience for which the course was specifically designed. Acceptance into a course is based upon your fit with the target audience/job alignment.

**2. How do I know if I've been selected?**

After the deadline, you will receive a confirmation email from the HRMD. A copy will also be sent to your supervisor.

**3. How do I withdraw from a course?**

If you must withdraw from a course in which you've been enrolled, please call 935-8680 or 970-6742 as soon as possible to notify the HRMD. (Late notification of non-attendance or no notification at all reduces the possibility of another employee taking advantage of the training opportunity).

**4. What time do I report for a course?**

All starting and ending times are listed in the course description. Please arrive at least 15 minutes ahead of the stated time and stay for the entire session.

**5. What is the maximum and minimum number of persons required per session?**

Currently, we are able to accommodate a maximum of twenty (20) persons per session. Equally important to note is that each session requires a minimum of twelve (12) persons. Registrations below 12 persons may result in a cancellation. Conditions apply.

# Training Calendar



***Save the date!***





**UWI**  
MONA CAMPUS  
JAMAICA, WEST INDIES

## Semester One (October – November 2016)

~ October 2016 ~						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6 <u>Leadership Co-efficient A</u> Risk Assessment & Management 9:00am – 12:00pm	7 <u>Leadership Co-efficient A</u> Risk Assessment & Management 9:00am – 12:00pm	8
9	10	11	12	13	14	15
16	17 <b>NATIONAL HEROES DAY</b>	18 <u>Food &amp; Beverage Services</u> 9:00am – 12:00pm	19	20	21	22
23	24	25	26	27	28	29



**Semester One (October – November 2016)**

~ November 2016 ~						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2 <u>Newbie Snippets</u> Compensation & Benefits (ATS) 10:00am – 11:30am	3	4	5
6	7	8	9	10 <u>Brown-Bag Sessions</u> Andropause & Menopause: Myths & Realities 12:00pm – 1:00pm	11	12
13	14	15	16	17 <u>Computer Literacy</u> Introduction to the Computer & Microsoft Word 1:00pm – 4:00pm	18	19
20	21 <u>Computer Literacy</u> Introduction to the Internet & Intranet 9:00am – 12:00pm	22 <u>Food &amp; Beverage Services</u> 9:00am – 12:00pm	23	24	25	26



**Semester Two (October - November 2016)**



~ November 2016 ~						
◀ Oct 2016	Sun	Mon	Tue	Wed	Thu	Fri
	27	28	29 <u>Food &amp; Beverage Services</u> 9:00am – 12:00pm	30 <u>Brown-Bag Sessions</u> Sex, Love & Intimacy: At Any Age? 12:00pm – 1:00pm	Notes:	▶ Dec 2016





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Jan 2017

~ February 2017 ~

Mar 2017

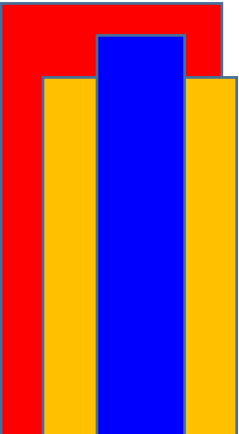
***Semester Two (February – June 2017)***



Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 <u>Newbie Snippets</u> Attendance & Leave 10:00am – 11:30am (ASAP)	2 <u>Supervisory Management</u> Individual Factors: Emotional Intelligence 9:00am – 12:00pm	3 <u>Brown-Bag Sessions</u> Dressing Your Curves 12:00pm – 1:00pm	4
5	6	7 <u>Supervisory Management</u> Understanding & Managing Self 9:00am – 12:00pm	8	9 <u>Computer Literacy</u> Introduction to the Computer & Microsoft Word 9:00am – 12:00pm	10	11
12	13	14 <u>Supervisory Management</u> Delegation & Empowerment 9:00am – 12:00pm	15	16 <u>Computer Literacy</u> Introduction to the Internet & Intranet 9:00am – 12:00pm	17 <u>Business Writing</u> 9:00am – 12:00pm	18



**Semester Two (February – June 2017)**



◀ Jan 2017		~ February 2017 ~					Mar 2017
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
19	20	21	<p>22</p> <p><u>Newbie Snippets</u></p> <p>Attendance &amp; Leave</p> <p>10:00am – 11:30am (ATS)</p> <p><u>Brown-Bag Sessions</u></p> <p>5 Things Psychiatrists Know that you Should Too</p> <p>12:00pm – 1:00pm</p>	23	24	25	
26	<p>27</p> <p><u>Minute Taking</u></p> <p>9:00am – 2:00pm</p>	<p>28</p> <p><u>Managing Conflict Constructively</u></p> <p>8:30am – 4:30pm</p>	Notes:				





## Semester Two (February – June 2017)

~ March 2017 ~						
◀ Feb 2017	Sun	Mon	Tue	Wed	Thu	▶ Apr 2017
				1 <b>ASH WEDNESDAY</b>	2 <u>Workplace Etiquette</u> 9:00am – 12:00pm	3
5	6	7 <u>Supervisory Management</u>  Communication Essentials 9:00am – 12:00pm	8 <u>Brown-Bag Sessions</u>  Emotional Eating: the connection between mood & food 12:00pm – 1:00pm	9 <u>Workplace Etiquette</u> 9:00am – 12:00pm	10	11
12	13	14 <u>Developing Useful Job Aids</u> 9:00am – 1:00pm	15 <u>Newbie Snippets</u>  Performance Appraisal 10:00am – 11:30am	16 <u>Supervisory Management</u>  Conflict Management Strategies 9:00am – 12:00pm	17	18
19	20	21 <u>Supervisory Management</u>  Performance Management 9:00am – 12:00pm	22	23 <u>Developing Useful Job Aids</u> 9:00am – 12:00pm	24 <u>Leadership Co-efficient A</u>  Managing Conflict Constructively 9:00am – 12:00pm	25





## Semester Two (February – June 2017)

~ March 2017 ~						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28 <b><u>Administrative Effectiveness</u></b>  Using Microsoft Outlook to Your Advantage  9:00am – 3:00pm	29 <b><u>Brown-Bag Sessions</u></b>  Paying Off Debt while Building Wealth  12:00pm – 1:00pm	30 <b><u>Newbie Snippets</u></b>  Compensation & Benefits (ASAP)  10:00am – 11:30am	31	





**Semester Two (February – June 2017)**

~ April 2017 ~						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4 <b>Customer Service Essentials</b> 9:00am – 2:00pm	5 <b>Performance Appraisal/Assessment/Evaluation</b> 10:00am – 11:30am	6 <b>Customer Service Essentials</b> 9:00am – 2:00pm	7	8
9	10	11	12 <b>Brown-Bag Sessions</b> Performance Without Reward: Making the Link 12:00pm – 1:00pm	13	14 <b>GOOD FRIDAY</b>	15
16 <b>EASTER SUNDAY</b>	17 <b>EASTER MONDAY</b>	18	19	20	21	22
23	24	25 <b>Customer Service Essentials</b> 9:00am – 2:00pm	26	27 <b>Customer Service Essentials</b> 9:00am – 2:00pm	28	29



**Semester Two (January – June 2017)**

~ May 2017 ~						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3 <u>Newbie Snippets</u> Staff Development Opportunities (ATS) 10:00am – 11:30am	4	5 <u>HOD Workshop</u> The Role of the HOD 9:00am – 12:00pm	6
7	8	9 <u>Coaching for Improved Performance</u> 9:00am – 1:00pm	10 <u>Brown-Bag Sessions</u> Basic First Aid for the Office 12:00pm – 1:00pm	11 <u>Coaching for Improved Performance</u> 9:00am – 1:00pm	12 <u>HOD Workshop</u> The UWI Governance Structure 9:00am – 12:00pm	13
14	15	16 <u>Advanced English Communication for Corporate Success</u> 9:00am – 1:00pm	17	18 <u>Advanced English Communication for Corporate Success</u> 9:00am – 1:00pm	19 <u>HOD Workshop</u> The UWI Terms & Conditions of Service 9:00am – 12:00pm	20
21	22	23 <b>NATIONAL LABOUR DAY</b>	24	25 <u>Advanced English Communication for Corporate Success</u> 9:00am – 1:00pm	26 <u>HOD Workshop</u> Setting Performance Objectives 9:00am – 12:00pm	27



## Semester Two (February – June 2017)

~ May 2017 ~						
◀ Apr 2017	Sun	Mon	Tue	Wed	Thu	Fri
	28	29	30	31		Jun 2017 ▶
			<b>Advanced English Communication for Corporate Success</b>  9:00am – 1:00pm	<u>Brown-Bag Sessions</u>  Paying Off Debt While Building Wealth  12:00pm – 1:00pm		





## Semester Two (February – June 2017)

~ June 2017 ~						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2 <u>HOD Workshop</u> Managing Financial Responsibilities 9:00am – 12:00pm	3
4	5	6	7 <u>Brown-Bag Sessions</u> GQ – Dressing the Part (Menswear) 12:00pm – 1:00pm	8 <u>Introduction to Microsoft Power Point</u> 9:00am – 3:00pm	9 <u>HOD Workshop</u> Strategic Planning for the Department 9:00am – 12:00pm	10
11	12	13 <u>Psychological Mastering of Time</u> Rapid Planning Method 9:00am – 1:00pm	14 <u>Staff Development Opportunities (ASAP)</u> 10:00am – 11:30am	15	16 <u>HOD Workshop</u> Performance Management 9:00am – 12:00pm	17
18	19 <u>Medical Office Administration</u> 9:00am – 12:00pm	20 <u>HOD Workshop</u> Industrial Relations 101 9:00am – 12:00pm	21	22 <u>Medical Office Administration</u> 9:00am – 12:00pm	23 <u>HOD Workshop</u> The UWI Student Lifecycle 9:00am – 12:00pm	24





## Semester Two (February – June 2017)

~ June 2017 ~						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	
			<p><u>Brown-Bag Sessions</u></p> <p>How to Raise a Confident Child</p> <p>12:00pm – 1:00pm</p>		<p><u>HOD Workshop</u></p> <p>Staffing Management &amp; PeopleSoft Training</p> <p>9:00am – 12:00pm</p>	





## SRMD at a Glance

➤ Staff Complement 35

➤ 3 Sections

**Director's Office** – *Director, Dr. Allister Hinds*

Main responsibilities include Industrial Relations, Policy Development and HR Strategy

**ERCBOHS** – Employee Relations, Compensation, Benefits, Occupational Safety & Health – *Senior Assistant Registrar, Mr. Raymond Eytte*

Main responsibilities include: Pensions, Health, Safety, Employee Relations and Compensation

**OD&ES** – Organisational Development & Employment Services - *Senior Assistant Registrar, Miss Stacey-Ann Farquharson*

Main responsibilities include: Recruitment, Staffing, Performance Management, Training and Career Planning



The University of the West Indies, Mona Campus  
Training Catalogue 2016 - 2017

