

Course Schedule for September – December 2009

Management Courses

Fermilab Management Practices Seminar

- Managing within the Law
- Behavioral Interviewing
- Interaction Management
- Performance Review
- Fermilab Functions

Professional Development Courses

- Interpersonal Communication Skills
- Conflict Management & Negotiation Skills
- Facilitating Meetings That Work

Technical Courses

- Process Piping (ASME B31.3)

Computing Courses

- Outlook 2007: New Features
- Access 2007: New Features
- Word 2007: New Features
- Excel 2007: New Features
- PowerPoint 2007: New Features
- Excel 2007: Intermediate
- Word 2007: Intermediate
- Excel Shortcuts
- Access 2007: Intro
- PowerPoint Tips and Tricks
- Access 2007: Intermediate
- HTML Intro: Intro to Web Publishing
- Introduction to LabVIEW



For further information, or to enroll, please visit <http://wdrs.fnal.gov/train-dev/index.html>

MANAGEMENT

Femilab Management Practices Seminar (FMP)

The Fermilab Management Practices Seminar (FMP) provides managers and supervisors with the tools for effective human resource management. The seminar includes an overview of current human resource laws; how to select and interview candidates for employment using behavioral interviewing techniques; and how to implement the performance management cycle from goal setting to performance review. FMP also includes information on functional areas of the Lab that are important to all managers and supervisors. The FMP seminar consists of the five courses described below.

1. Managing within the Law

October 6, 2009, 8:30 a.m. – 4:30 p.m.

Managing within the Law provides you with a current overview of the laws relating to human resource management. In this course, you will gain an understanding of employees' rights and managers' responsibilities under the law; develop skills and learn best practices for managing employees within the law; and learn when to seek expert assistance. Topics include: EEO laws, fair employment practices, harassment prevention, successful performance management, FMLA, ADA, and FLSA. This course is designed for managers, supervisors, and team leaders.

2. Behavioral Interviewing

October 13, 2009 8:30 a.m. – 4:30 p.m.

Behavioral Interviewing will provide you with the tools to select and hire employees who have a high probability of success. You will learn how to: assess the business and personal impact of selection decisions; identify and reduce bias and error in the selection process; plan a selection strategy to efficiently hire the right candidate; identify the skills needed for the job and the Laboratory and develop interview questions based on those skills; conduct a structured, legally defensible, behaviorally-based interview to gain information about job skills; make selection decisions by rating candidate skills; and, sell the opportunity to the candidate. This course is designed for managers, supervisors, and team leaders who conduct selection interviews.

3. Interaction Management

October 20 & 27 & Nov. 3, 2009, 8:30 a.m. – 4:30 p.m. (3-day course over 3 weeks)

Interaction Management provides you with the skills needed for effective performance management. You will learn the essential skills and discussion guidelines for effective coaching through practice and feedback in four modules:

- 1. Core Skills for Building Commitment:** Learn interaction skills that help you achieve critical objectives; understand how feedback can be an effective leadership tool; practice interaction skills and receive feedback.
- 2. Coaching for Success:** Recognize opportunities to build your work group's knowledge, skills, and confidence by providing proactive coaching that prepares people for success. Learn the elements of ongoing coaching: observing performance and measuring results, and providing timely feedback and support.
- 3. Coaching for Performance Improvement:** Use a discussion planner to prepare a step-by-step approach for discussing improvement. Use the STAR technique to provide specific, balanced feedback to improve performance.
- 4. Managing Performance Problems:** Learn how to coach employees who have chronic performance problems and how Fermilab policies and procedures can assist you in this process.

This course is designed for managers, supervisors, and team leaders who provide performance feedback.

4. Performance Review

November 10, 2009 8:30 a.m. – 4:30 p.m.

Learn the elements of an effective performance review; learn how to prepare for an interactive performance review discussion. Practice the following: communication skills that encourage two-way communication; the steps for conducting a performance review discussion; and, handling difficult situations. Topics include: what works and what doesn't work; preparing for the discussion: the preferred scenario; ensuring a fair review; how to handle gaps in preparation; questioning skills; the bumpy review; and documenting the performance review and assigning the rating. This course is designed for managers and supervisors who conduct performance reviews.

5. Fermilab Functions

December 1 & 8, 2009, 8:30 a.m. – 4:30 p.m. (2-day course over 2 weeks)

Subject matter experts throughout the Lab provide you with an overview of their functions, roles and responsibilities, and discuss your complimentary role and responsibilities as a supervisor. Topics include: Compensation, Employment, ES&H, Medical, Site Security, Computer Security, Procurement, Budgeting, Audit and Project Management. This course is designed for managers and supervisors.

PROFESSIONAL DEVELOPMENT COURSES

Interpersonal Communication Skills

October 21, 2009, 8:30 a.m. – 4:30 p.m.

Assess your communication strengths and weaknesses. Understand the differences among passive, assertive, and aggressive communication. Learn how to communicate with more clarity. Become a more effective listener and learn how nonverbal messages affect communication. Learn how to work and communicate more effectively with different personality styles. Set specific communication goals as part of your individualized Communication Action Plan (CAP) and apply them daily back on the job.

Conflict Management and Negotiation Skills

October 28, 2009 8:30a.m. - 4:30 p.m. and November 11, 2009, 8:30 a.m. – 4:30 p.m.

This course will broaden your understanding of the main sources of conflict, the different modes of conflict management and the critical steps to joint problem solving and negotiation. You will learn the three main sources of conflict: people, priorities and processes. Assess your own conflict management mode: combative, circumventive, congenial, compromising or collaborative. Increase awareness of your own personality style and the style of others. Learn the seven critical steps to follow when sharing concerns or engaging in joint problem solving. Learn to use the three fall-back strategies when you reach an impasse. Leverage tactful yet assertive communication techniques to diffuse anger and overcome other hard-to-handle emotions. Develop a step-by-step plan to cope with and manage conflict more successfully. Practice applying the key concepts to a current negotiation or one you are likely to encounter in the future.

Facilitating Meetings That Work

November 4, 2009, 8:30 a.m. – 12:00 p.m.

This half-day course promises fast-paced coverage of the secrets of facilitating meetings that truly produce results. The agenda includes: understanding group dynamics, leveraging diverse learning styles in your group, handling heightened emotions and conflict, creative problem solving techniques, and overcoming disruptive/uncooperative behaviors. Master meeting-mover techniques like...the Parking Lot, Brain Drain, Round Robin, the Off-line Appeal, and many more. If you find yourself bored or frustrated with the meetings you must lead yourself, you will walk away with dozens of easy-to-implement ideas that will make your next meeting much more results-focused, and, therefore, much more successful.

TECHNICAL

Process Piping (ASME B31.3)

October 7-9, 2009, or November 18-20, 2009 8:30 a.m. – 5:00 p.m.

Gain a clearer understanding of how piping systems fail and the requirements (and guidance) of the code to prevent such failures. Gain experience with the issues and questions that must be addressed to produce a safe piping system. Learn where and how to get the answers.

COMPUTING

Outlook 2007: New Features

September 8, 2009, 8:30 a.m. – 12:00 p.m.

Learn the new features of Outlook 2007. Explore the content management tools that help search for content and categorize items using color. Preview attachments created in other Office applications without actually opening them and use Outlook to subscribe to RSS feeds. Perform a simple instant search and an advanced search. Learn to use color categories to assign to messages, contacts, appointments or other Outlook items. Organize content using color categories. Learn how and why to preview attachments. Learn to flag an item for follow-up. Use the To-Do Bar for the date navigator, appointments, task input panel and task list. Learn the easy way to share information with co-workers in a team environment. Publish your personal calendar on-line for authorized users. Create an electronic business card to share with others.

Access 2007: New Features

September 8, 2009, 1:00 p.m. – 4:30 p.m.

Learn the new features of Access 2007. Explore the new user interface and work with the Ribbon and Contextual Tabs. Customize the Access environment for your use. Create a table; look at the field insertion feature and the multi-value fields. Create a form and design a form layout. Query a database, discover advanced query options and embedded macros. Generate reports: explore Report Design, Report Wizard, Grouping and the Rich Text Support feature. Explore the changes in the import data and export data features. Take a look at the many new features such as the Office Window Frame, Quick Access Toolbar, MS Office Button, Galleries, Navigation Pane and more.

Word 2007: New Features

September 16, 2009, 8:30 a.m. – 12:00 p.m.

Learn the new features of Windows 2007. Explore the components of the results-oriented interface by looking at the MS Office Button. Work with the Ribbon and its tabs. Discover the Quick Access Toolbar and the Office Window Frame. Work with Contextual Tabs and the Mini Toolbar. Use the Word Galleries. Customize the Word Interface with Word Options Dialog Box. Apply styles and document themes. Add building blocks. Work with illustrations using SmartArt Graphics. Build an equation. Add citations and a bibliography. Compare reviewed documents. Inspect documents. Apply digital signatures. Save a document in XML format and use the compatibility checker feature.

Excel 2007: New Features

September 16, 2009, 1:00 p.m. - 4:30 p.m.

Learn the new features of Excel 2007. Work with the MS Office Button, the Ribbon, the Quick Access Toolbar, the Contextual Tab, the Excel Galleries, and the MS Office Window Frame. Customize the Excel Interface to fit your workplace needs. Explore the enhancements in Excel spreadsheets. Work with the enhanced tables and format tables. Use the Conditional Formatting Button, the Conditional Formatting Categories, and the Conditional Formatting Rules Manager Dialog Box. Sort and filter data. Apply a formula, use the enhanced Function Wizard, Calculation Options and the Function Library. Work with enhanced chart tools, chart templates and the SmartArt Gallery. Create enhanced PivotTables and PivotCharts.

PowerPoint 2007: New Features

September 22, 2009 8:30 a.m. – 12:00 p.m.

Learn the new features in PowerPoint 2007. Make use of the MS Office Button. Work with the Ribbon and all its tabs. Use the Quick Access Toolbar and the Office Window Frame. Work with Contextual Tabs and the Mini ToolBar. Use the PowerPoint Galleries. Customize the PowerPoint Interface using the options dialog box. Create custom slide layouts. Work with themes and background styles. Apply rich text and typography effects. Discover the variety of text and character styles. Enhance presentations with graphic effects such as SmartArt Graphics and the Photo Album. Look at the enhanced table layout, and work with different charts and their tools, layouts, and styles. Customize slide shows. Secure your presentation with the digital signature, document inspector and the mark as final feature. Save a presentation in XML format and look at the compatibility checker feature.

Excel 2007: Intermediate

October 6 & 8, 2009, 8:30 a.m. – 12:00 p.m.

Manage cell and range names, calculate data across worksheets, use specialized functions and analyze data with logical and lookup functions. Create and modify tables, format tables, sort or filter worksheet or table data and calculate data in a table of worksheet. Create, modify and format charts. Create a PivotTable report and analyze data using PivotCharts. Insert and modify pictures and ClipArt. Draw and modify shapes. Illustrate workflow using SmartArt graphics and layer and group graphic objects. Customize the Excel environment and workbooks. Manage themes. Create and use templates.

Word 2007: Intermediate

October 6 & 8, 2009, 1:00 p.m. – 4:30 p.m.

Create and modify custom templates. Run, create and modify a Macro. Customize Toolbars and Buttons. Enhance a table by merging table cells, sorting and calculating table data, and creating charts based on various table data. Insert, manipulate, and format graphic images. Create a newsletter using columns, sections, and graphics. Format documents with styles and themes. Create a List Style and a Table Style. Use mail merge to merge form letters complete with mailing labels. Insert Section Breaks, add a header and a footer, create pull quotes and control text flow between text boxes.

Access 2007: Intro

October 20, 2009, 9:00 a.m. - 4:30 p.m.

Learn Microsoft's database management system and concepts. Explore the user interface, customize the Access environment and use an existing database. Learn the relational database design process, define database purpose, review existing data, determine fields and group fields into tables. Normalize data, designate primary and foreign keys and determine table relationships. Create a new database, create and manage tables, then create a table relationship. Modify table data, sort records and work with sub-data sheets. Filter records, create a query, add criteria to a query, add a calculated field to a query and perform calculations on a record grouping. View data using an access form. Create and modify the design of a form. Create an Access report and add a custom calculated field to a report. Format the controls and apply an AutoFormat to a report.

PowerPoint Tips and Tricks

November 11, 2009, 9:00 a.m. – 4:30 p.m.

Learn many ways to “work smarter, not harder” using common PowerPoint features. Learn invaluable timesaving techniques and the most productive ways to use PowerPoint. Plenty of practice time and Question and Answer time is implemented within this class. Topics covered include: Creating a summary slide, Creating a custom show; Inserting slides from another presentation, Creating headers and footers, Using AutoCorrect, Setting timings and transitions, Using different views, Exploring printing options, Using the style checker, Using slide and Title masters.

Access 2007: Intermediate

November 18, 2009, 9:00 a.m. - 4:30 p.m.

Modify the design and field properties of a table to streamline data entry and maintain data integrity. Create a list of values for a field. Create query joins, join unrelated tables, and relate data within a table. Set select query properties, create parameter and action queries. Design a form layout and enhance the appearance of a form. Restrict data entry in forms, add a command button to a form and create a sub form. Organize report information, format the report and set report control properties. Control report pagination, summarize report information and add a sub report to an existing report. Import and export data. Analyze Access data in Excel. Export data to a text file and merge Access data with a Word Document.

HTML Introduction: Intro to Web Publishing

December 1, 2009, 8:30 a.m. – 4:30 p.m.

Learn how to create a website. Practice formatting text in HTML, and add graphics, color, and tables to an HTML document.

Introduction to LabVIEW

December 8, 2009, 12:00 p.m. – 4:30 p.m. (one-half day course)

Gain hands-on experience with LabVIEW. Learn to build and custom test powerful, measurement and control applications from scratch using the intuitive, measurement-specific graphical programming of National Instruments' LabVIEW 2009 software. Learn how you can use LabVIEW graphical development to reduce development time and create flexible applications that easily integrate with thousands of I/O devices from hundreds of vendors. This is a complimentary session conducted by an instructor from National Instruments.