

Respect at UI: Training Opportunities¹

Training	Description	Audience	Contact Information
Abrasive Behavior in the Workplace	Abrasive workplace behavior includes interactions that are aggressive, cause emotional distress in others, and interfere with effective workplace functioning. This workshop describes this behavior and its consequences and outlines what can be done to address this issue.	Staff, Faculty	Office of the Ombudsperson Cynthia Joyce 319-335-3608 cynthia-joyce@uiowa.edu
Bystander Training	In this training, participants will learn ways that bystanders can interrupt problematic behaviors related to unwanted sexual contact and harassment. We will discuss how to best help victims by stepping in and speaking up. The training is discussion-based and interactive.	Staff, Faculty, Students	RVAP 319-335-6001 https://rvap.uiowa.edu/take-action/request-education/
Bystander Training	Inappropriate, offensive and harassing conduct must be addressed in order to create a safe and welcoming campus community. In this training, we provide information about the bystander intervention model as it relates to diversity and inclusion and/or gender and sexual violence. We train participants on how to identify potential harmful and inappropriate situations and teach specific bystander intervention skills and techniques.	Staff, Faculty, Students	WRAC Linda Kroon 319-335-1486 linda-kroon@uiowa.edu
Communication Skills	Good interpersonal communication skills are critical in effective working relationships and conflict management. This workshop will describe a number of important communication skills, including active listening, open questions, assertive communication, I Statements, and effective feedback, and will help build participants' communication skills.	Staff, Faculty, Students	Office of the Ombudsperson Cynthia Joyce 319-335-3608 cynthia-joyce@uiowa.edu

¹Please contact the Office of the Ombudsperson at 319-335-3608 or ombudsperson@uiowa.edu with any questions, corrections or updates.

Training	Description	Audience	Contact Information
Conflict and Controversial Issues	Addressing controversial issues is often difficult for even the most seasoned leaders, because they raise questions that challenge core personal beliefs. The <i>NCBI Controversial Issue Process</i> trains leaders to deal constructively with tough conflicts, enabling them to move disputing parties toward future cooperation. Facilitators provide a structured methodology that allows people on both sides of an entrenched issue to express their concerns, to listen attentively to the other side, and then to reframe the issue in a way that respectfully takes into account the concerns of both sides. The skills practiced in the <i>NCBI Controversial Issue Process</i> are applicable to every conflict situation, whether the controversy involves a labor-management dispute, a clash between different organizations, or a quarrel among coworkers.	Staff, Faculty, Students	Chief Diversity Office Diversity-resources@uiowa.edu
Conflict Management Skills	Conflict is inevitable in the workplace, and not addressing conflict often makes it worse. Learn how to develop a workplace atmosphere that encourages people to raise their concerns respectfully and resolve their conflicts effectively. Increase your understanding of conflict and develop skills in active listening, assertive communication and handling difficult conversations. This course will include large and small group discussion and small group activities.	Staff, Faculty, Students	Office of the Ombudsperson Cynthia Joyce 319-335-3608 cynthia-joyce@uiowa.edu
Creating a Welcoming Workplace	This course is designed to help you, as a supervisor, know how to act with competence and provide support when an employee acquires or discloses a disability, and will guide you through what you need to do to help The University of Iowa reach its goal of an inclusive community.	Staff, Faculty	Learning and Development https://hr.uiowa.edu/sessions-and-workshops

Training	Description	Audience	Contact Information
Cross-Cultural Conflict Prevention and Resolution	This session will give you an opportunity to discover your culturally preferred approach or style to resolving conflict through the use of the Intercultural Conflict Style Inventory developed by Dr. Mitchell Hammer. Once you are more aware of your own cultural style, you will be better able to understand and adapt to the styles of others and work more effectively in intercultural settings.	Staff, Faculty	International Programs and Learning and Development http://international.uiowa.edu/cultural-training/bgc/registration
Customer Service Solutions	Add to your fundamental customer service knowledge, learn some secrets of success, and practice skills that meet your customer service goals. You know from your own experience the difficulties of dealing with disappointed (or even demanding) customers. We'll discuss and practice strategies for handling your service encounters, and how you can tend to yourself in the process.	Staff	Learning and Development https://hr.uiowa.edu/sessions-and-workshops
Cyber-Stalking and Beyond: Issues, Resources, and Responses for Our Campus	This workshop presents information about the use of information technology tools to stalk, harass, bully and intimidate. Examples of current technologies being exploited by offenders and the impact on those they target will be included. Information will be provided about resources available as part of a coordinated response to prevent and intervene in situations in which technology is being used to stalk, harass, bully and/or intimidate, as well as steps individuals can take to increased their own personal safety.	Staff, Faculty, Students	IT and WRAC Linda Stewart Kroon 319-335-1486 linda-kroon@uiowa.edu
Dealing with Difficult Students	This workshop helps people learn to recognize and to build skill in responding to angry, disgruntled, or distressed students. Participants will learn cooperative and collaborative problem solving skills to address behavior in students that is aggressive, angry, or disruptive. Several topics that are addressed in the workshop include: understanding emotional behavior, the do's and don'ts of dealing with emotional individuals, and employing assertive communication skills. The workshop is appropriate for students and for units that serve students.	Staff, Faculty Students	University Counseling Service Kathleen Staley 319-335-7294 kathleen-staley@uiowa.edu

Training	Description	Audience	Contact Information
Difficult Conversations	There are many opportunities for difficult conversations in the workplace, classroom, research setting, and housing. This workshop describes the components of difficult conversations and presents an approach for handling these conversations in an effective, appropriate way.	Staff, Faculty, Students	Office of the Ombudsperson Cynthia Joyce 319-335-3608 cynthia-joyce@uiowa.edu
Effective People Skills	Building a trusting environment is the foundation of effective communication with others. Learn to strengthen your own behavioral awareness, enhance interpersonal communication skills, and acquire tools to increase your assertiveness.	Staff, Faculty	Learning and Development https://hr.uiowa.edu/sessions-and-workshops
Healthy, Respectful Relationships	We can often tell when a relationship is unhealthy, but what makes a healthy relationship? The media presents “good” relationships that are usually unrealistic. This workshop will discuss the elements of a healthy relationship and include a discussion on consent.	Staff, Faculty, Students	RVAP 319-335-6001 https://rvap.uiowa.edu/take-action/request-education/
Intercultural Growth: Let’s Get Personal	This workshop is based on the research of Dr. Milton Bennett and Dr. Mitchell Hammer. It will include an introduction of Bennett’s Developmental Model of Intercultural Sensitivity (DMIS) and its practical applications. Participants will be asked to complete the Intercultural Development Inventory (IDI) which generates an individual profile of “worldview orientation to difference.” Participants will also be invited to a follow-up meeting with a trained IDI facilitator to receive feedback on the issues identified by this IDI instrument, which may be facilitating and/or limiting development of intercultural growth.	Staff, Faculty	International Programs and Learning and Development http://international.uiowa.edu/cultural-training/bgc/registration
Leading Across Generations	For the first time in history there are four distinct generations in the workforce: Traditionalists, Baby Boomers, Gen Xers, and Millennials...all with their own perspectives, styles, and expectations. Unfortunately, where there are differences, often there are conflicts. But what if leaders could leverage the differences between generations instead of simply eliminating conflict?	Staff, Faculty	Learning and Development Fee Course https://hr.uiowa.edu/sessions-and-workshops

Training	Description	Audience	Contact Information
Managing Difficult Relationships: Promoting Civility and Creating a Safe Environment for Crucial Conversations	The Managing Difficult Relationships course is designed to enhance one’s awareness of the costs and risks associated with incivility in the workplace. It is also designed to increase one’s understanding of the skills necessary to engage in crucial conversations by using contrasting statements and other useful strategies when one is in the midst of a crucial conversation. It is hoped that participants will gain understanding and confidence when having crucial conversations regarding difficult situations in the workplace.	Staff, Faculty	UI Employee Assistance Program (UI EAP) https://hr.uiowa.edu/uieap 319-335-2085 eaphelp@uiowa.edu
M.E.E.T. on Common Ground: Speaking Up for Respect in the Workplace	Learn to recognize and respond with respect to a variety of real world problems. We’ll talk about the benefits of mutual respect and the importance of personal responsibility in promoting respect in the workplace. Video and discussion format.	Staff, Faculty	Learning and Development https://hr.uiowa.edu/sessions-and-workshops
NCBI (National Coalition Building Institute): Leaderships for Diversity and Inclusion	This is a highly interactive one-day workshop in which participants work on developing pride in their own identities, explore their “records” about other groups as well as about their own identities, listen to stories and experiences of others as well as having the opportunity to share stories, and practice shifting attitudes when confronted with hurtful comments, jokes, or slurs.	Staff, Faculty Students	Chief Diversity Office Diversity-resources@uiowa.edu
Performance Management Mini-Series	This miniseries is an excellent way for supervisors and managers to become more familiar with some of the key components of individual and organizational performance management. The courses offered are designed to provide you with practical information and knowledge you can utilize to enhance the ways in which you impact the development of your staff team. Participants will, through open discussions and practical exercises, have the opportunity to explore some of the concepts and challenges that come with successfully leading others.	Supervisors, Faculty	Learning and Development http://hr.uiowa.edu/learn/performance-management-miniseries

Training	Description	Audience	Contact Information
Respect and Support for Victims	This workshop teaches supervisors, faculty and administrators how to work with victims of sexual harassment, sexual assault, stalking and interpersonal violence in respectful and effective ways. Participants will learn best practices and scripts for conversations with victims/survivors, and information about perpetrators for a context for understanding victimization. Finally, participants will have an opportunity to apply new skills.	Supervisors, Faculty, Administrators	RVAP 319-335-6001 https://rvap.uiowa.edu/take-action/request-education/
Respect at UI	This workshop helps participants prepare to contribute to a respectful campus community. Topics include a continuum of disrespectful behaviors in the workplace, definitions of disrespectful behavior, and strategies for addressing disrespectful behavior when it occurs.	Staff, Faculty, Students	Office of the Ombudsperson Cynthia Joyce 319-335-3608 cynthia-joyce@uiowa.edu
Safe Zone: LGBTQ Training	The Safe Zone Project is a campus-wide program that offers a visible message of inclusion, affirmation, and support to lesbian, gay, bisexual, transgendered, and queer (LGBTQ) people in the University community. Through this program, participants attend educational workshops to learn about the LGBTQ experience and campus/community resources.	Staff, Faculty, Students	Chief Diversity Office safe-zone@uiowa.edu
Saying Thank You Like You Mean It	When we really take the time to say “thank you”, we’re acknowledging people who have had a positive impact in our work and lives, and we are investing ourselves into those connections. Too often, thank you notes are treated as an obligation, or aren’t sent at all. In this short session (30/60 minutes), we’ll talk about the when, why, and how of writing thank you notes that really mean something. We’ll also go beyond “etiquette” to talk about why it is important to say thank you, and what gets in the way of us doing so authentically. Finally, we’ll look at the transformations that can occur when we build a habit of saying thank you, and we’ll practice by each writing a thank you to someone who has positively impacted us.	Staff, Faculty, Students	Chief Diversity Office Diversity-resources@uiowa.edu

Training	Description	Audience	Contact Information
Threat Assessment Process	The Threat Assessment Program offers a process for identifying, assessing and managing threatening situations/behaviors which have the potential of harm toward self or others. This presentation describes the process and history of Threat Assessment, warning signs and ways in which to report these concerns. We will also cover some de-escalation techniques, fear management, and how Threat Assessment will be able to assist in potentially threatening situations from mere consultation to direct intervention.	Staff, Faculty	Threat Assessment Eli Hotchkin 319-467-0311 elisha-hotchkin@uiowa.edu
VIST (Violent Incident Survival Training)	Violent incidents in society are becoming more frequent and mainstream around the nation and world. A.L.I.C.E., which stands for Alert, Lockdown, Inform, Counter, Evacuate, is a flexible set of principles that may be adapted to any violent situation. The goal of this training is to begin your mental preparation of recognizing, assessing, and responding to threats against you.	Staff, Faculty, Students	UI Department of Public Safety Students or Departments: police@uiowa.edu Staff and Faculty: Enroll through My Training on Employee Self-Service https://login.uiowa.edu/uip/login.page?service=https://hris.uiowa.edu/portal/