

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect.

OA Council Leadership Symposium 2023

Engaged Leaders

Welcome

- ▶ Agenda for the Day
 - ▶ OA Council priorities and progress
 - ▶ OA Star Nominations
 - ▶ Campus Climate Survey Updates
 - ▶ Panel discussion with campus resources on OAs as engaged leaders

oa.uoregon.edu

OA Council

- ▶ **OA Council Priorities and Progress**
- ▶ OA Council 2023 membership survey outcomes
- ▶ OA Star Nominations

Diversity, Equity, and Inclusion/ Campus Climate Survey Outcomes

- ▶ Outcomes
- ▶ Next Steps

OAs as Engaged Leaders, an Ecosystem of Professional Development and Support Resources

- ▶ **Goal:** Ensure that new OA's can discover a path for their continued growth, and that mid-career OAs can find fresh and invigorating ways to engage in their profession.

- ▶ **Objectives:**
 1. Discover the many learning and development resources available through HR, with Chloe Barnett
 2. Ensure you are accessing desired benefits and employee assistance program resources, with Anne Willis
 3. Learn about the UO Leadership Academy, and the outcomes from Culture of Leadership assessment project, Sierra Dawson and Renée Delgado-Riley
 4. Create tangible support for the employees in your unit, with Evey Lennon

Intro Activity: Think to yourself for 1 minute, then turn to a neighbor and share

1. What is one thing you are hoping to get out of this morning's session?
2. What is one campus resource that currently supports your continued learning and growth?

Discover the many learning and development resources available through HR

UO Learning and Development provides training, education, and professional development opportunities so that employees can gain new skills and advance in their careers. We focus on training surrounding:

- ▶ Leadership and Supervision
- ▶ Communication, Collaboration, and Relationship Building
- ▶ Planning and Productivity

Core Programs



Leadership and Supervision

Emerging Supervisors Series
Financial Stewardship Institute



Communication, Collaboration, and Relationship Building

Crucial Conversations for
Mastering Dialogue
Crucial Conversations for
Accountability



Planning and Productivity

Getting Things Done
Project Management
Desktop skills - Excel Training



Facilitation Services

- ▶ We facilitate workshops for departments across campus focused on your specific needs and goals.
- ▶ Workshops include:
 - Team Building
 - Creative Thinking
 - Workflow and Process Mapping / Review
 - Facilitated Debrief

CliftonStrengths

We offer coaching for individuals and teams based on the CliftonStrengths Assessment:

- ▶ 1 on 1 Coaching Sessions
- ▶ Discover Your Individual Strengths-Teams session (90 minutes)
- ▶ Strengths and Teams (60 minutes)
- ▶ CliftonStrengths for Supervisors (90 minutes)

MyTrack: Find and Register for Training



- ▶ Use to register for synchronous training (in-person, via Zoom, etc.)
- ▶ Use to access eLearning courses
- ▶ Training options are offered by departments and programs from across campus



LinkedIn Learning: Online Learning

- ▶ Thousands of professionally developed video-based courses you can take at your own pace
- ▶ Focus: Business, Technology, and Creative
- ▶ Save courses, create collections, share content with others - or use LinkedIn Learning as a platform for custom training content

Academic Impressions: Online Learning

- ▶ Leadership, personal development, and skills-based training focused on higher education professionals
- ▶ A variety of delivery methods - live virtual training, recorded training, articles, and more
- ▶ Supervisor certificate program
- ▶ Five Paths to Leadership Self-Assessment

Communication, Collaboration, and Relationship Building

These resources focus on how we work with others and nourish strong professional relationships. They will help you build skills around collaboration, communication, inclusion, and trust-building.

Topic	Resources
Communicating with Others	Effective Workplace Communication (Collection) Professional Communication and Business Etiquette (Learning Path) Conflict Management and Conflict Resolution (Collection) Dealing with Difficult Customers: Helping Others While Caring for Yourself (Collection)
Collaboration and Relationship Building	Building Trust with Colleagues in the Workplace (Learning Path) Working on Teams: How to Make Collaboration Actually Work (Learning Path)
Diversity, Inclusion, and Belonging	Get Started Learning about Diversity, Equity, and Inclusion (Collection) Cross-Cultural Communication (Collection) Antiracist and Inclusion Building Resources (UO Libraries Research Guide)

Planning and Productivity

From project management to managing your e-mail inbox to running an effective meeting, these resources offer strategies for getting things done at work.

Topic	Resources
Project Management	Project Management Basics (Learning Path) Project Management In-Depth: A Deep Dive into the Foundations of Project Management (Learning Path) Approaches to Project Management: Agile, Scrum, Kanban (Learning Path) A Guide to the Project Management Body of Knowledge (PMBOK Guide), PMI, 7th Edition, 2021 (e-book, UO Libraries) Agile Practice Guide, PMI, 2017 (e-book, UO Libraries)

Online and Self-Guided Learning

A library of self-paced online learning resources organized around professional content areas, curated for UO employees by Learning and Development.

<https://hr.uoregon.edu/online-and-self-guided-learning>

Human Resources

Benefits Classification & Compensation Employee & Labor Relations HR Operations Learning & Dev

[Home](#) › [Learning & Development](#) › [Online and Self-Guided Learning](#)

Learning Challenges

The Monthly Learning Challenge is a self-paced professional development opportunity from Learning and Development at the University of Oregon. In each challenge, we will guide you through a series of recommended online learning resources - including short videos, tutorials, reading, or other materials - based around a specific topic or theme. Resources will be organized for you on the LinkedIn Learning platform so you can easily track your progress and access the learning materials.

We've designed Learning challenges so that employees can participate on their own or as a group. Each month, you will find a series of independent and team activities that you can complete as part of the Learning Challenge. These include thought exercises, writing prompts, opportunities to plan and set goals, discussion prompts, and more.

Featured Learning Challenge: May 2023

Providing and Receiving Feedback

May's Learning Challenge focuses on giving and receiving feedback. You'll learn how to ask for feedback, how to respond to both positive and negative feedback, and how to control your emotional reactions during feedback conversations. You'll explore the steps you need to take to implement the feedback you receive, including processing, prioritizing, and applying the feedback to your work. You'll also discover how to create a healthy relationship with feedback that can help you grow in your career. Finally, you'll learn how to give feedback to others in a clear, direct, and empathetic way.

Future Challenges

Plan ahead for a new challenge each month:

- June: Creating Safe and Inclusive Environments at Work

Past Learning Challenges

April 2023: Customer Service

In this Learning Challenge, you will explore how to provide exceptional customer experience by building rapport with customers, understanding customer needs, and practicing active listening. You'll discover ways to prevent negative emotions during customer interactions, recognize the warning signs of conflict, and use de-escalation tactics when conversations become heated. You'll also learn about coping techniques that can help you care for yourself when dealing with the more challenging aspects of customer service. Finally, you will explore customer service leadership and techniques for developing a customer service strategy.

March 2023: [Planning Your Time](#)

This Learning Challenge focuses on time management. You'll discover how to best prioritize your work, plan your schedule, manage spare time, and prepare for distractions. You'll explore the concept of the planning fallacy and learn how to avoid it. You'll also learn how to set boundaries with others to protect your time in the workplace, and how to best utilize planning tools such as calendars, productivity apps, and to-do lists.

February 2023: [Managing Stress and Burnout](#)

This Learning Challenge focuses on coping with and preventing stress and burnout. You will learn what to do when you experience stress and some tactics for preventing stressful situations at work. You will explore the different types of burnout, and the common causes of burnout and steps you can take to recover and to prevent burnout in the future.

May 2023: Providing and Receiving Feedback

UO Learning and Development at University of Oregon • Updated 2 weeks ago

May's learning challenge focuses on giving, receiving, and implementing feedback. During the month, take some time to work through this learning path on your own or as a team. Resources are intended to be viewed in order and there are suggested follow-up activities for individuals and groups after each section.

Monthly Learning Challenges are created by UO Learning & Development. We would love to hear about your experience! E-mail us at learning@uooregon.edu.

Welcome

Welcome to the Monthly Learning Challenge! In May, you will focus on giving and receiving feedback. Take a look at this quick welcome video to discover more about the learning challenge.

You'll also learn how to de-escalate and refocus attention when feedback conversations become heated.

5 ITEMS • 13m 14s

VIDEO
Introducing the Monthly Learning Challenge
UO Learning and Development at University of Oregon • Updated Sep 2022
Completed 10/28/2022

Receiving Feedback

In this section, you'll learn how to respond to both positive and constructive feedback by being an active listener, showing appreciation, and being objective about the feedback you receive. You'll also learn how to de-escalate and refocus attention when feedback conversations become heated.

3 ITEMS • 13m 14s

VIDEO
The grace game
Unleashed - From the course Giving and Receiving Feedback (2017)
Learn about the importance of being gracious and appreciative of feedback. Feedback is a gift, it helps you to develop and it's hard to progress without it. Even if you first feedback "hard" to hear, you can learn to take a step back and be objective.
196,303 learners

VIDEO
Active listening
Unleashed - Oct 2020 - From the course Using Feedback to Drive Performance
There's a lot of talk about how to get your message heard in a noisy world, but these left much out there about how to effectively listen in a distracting world. In this video, discover a few tools for how to be a more effective listener.
27,880 learners

VIDEO
Don't get defensive
Unleashed - Oct 2020 - From the course Using Feedback to Drive Performance
Whether it's downgrading a commitment or defending constructive criticism, it can be easy to quickly become defensive of performance feedback. In this video, learn how to better receive feedback, whether it's positive or constructive.
30,888 learners

VIDEO
Feedback with heated emotions
Unleashed - Oct 2020 - From the course Using Feedback to Drive Performance
Emotional feedback can become a very emotional conversation. In this video, realize the tools that you use when you encounter heated conversations to de-escalate the emotions and refocus toward more productive action steps for improvement.
24,776 learners

VIDEO
Dealing with feedback you disagree with
Unleashed Learning - Oct 2020 - From the course Asking for Feedback as an Employee
Not all feedback is created equal so how do you deal with feedback you don't agree with? In this video, get a simple framework for recognizing which feedback you need to act on and which feedback you can disregard respectfully.
16,729 learners

Asking for Feedback

This section contains resources on asking for feedback. You'll learn the best time to ask for feedback, whom to ask for feedback, and specific questions to ask in a feedback conversation.

3 ITEMS • 3m 24s

VIDEO
Solicit feedback
Unleashed - Jun 2022 - From the course Developing a Feedback Mindset to Assist...
In this video, learn about the best practices for soliciting meaningful feedback from peers and colleagues. Soliciting feedback from others increases the likelihood of meeting your personal and professional goals.
1,456 learners

VIDEO
Schedule the feedback conversation
Unleashed Learning - Oct 2020 - From the course Asking for Feedback as an Employee
You need to schedule feedback conversations at the right time and place, and for the right amount of time. Learn what three things you need to keep in mind when scheduling a feedback conversation.
37,146 learners

VIDEO
What to ask in a feedback conversation
Unleashed Learning - Oct 2020 - From the course Asking for Feedback as an Employee
How you ask for feedback and what you ask will dictate the quality of the feedback. See why asking about specific skills, responsibilities, and attitudes makes it easier for your manager to give you meaningful feedback.
35,683 learners

Learning Activity 1

Now it's your turn to apply the concepts that you've learned to your own work. Check out the first activity for this learning challenge! You may work on this activity on your own or with a team.

1 ITEM

DOCUMENT
Learning Activity 1: Providing and Receiving Feedback
UO Learning and Development at University of Oregon • 2 weeks ago
Check out the first activity for this learning challenge! You may work on this activity on your own or with a team. This activity was designed by UO Learning & Development for the monthly learning challenge Providing and Receiving Feedback.
3 items

Monthly Learning Challenge

A self-paced professional development opportunity for employees.

Each month, we collect a series of recommended online learning resources based around a specific topic or theme, then provide you with independent and team-based activities and discussion questions to facilitate learning.

<https://hr.uoregon.edu/learning-challenges>

Get in Touch

E-Mail:

learning@uoregon.edu

Website:

<https://hr.uoregon.edu/learning-and-development>

Reflection & questions

- ▶ What was one new resource that caught your attention that you will follow-up on?

Ensure you are accessing desired benefits and employee assistance program resources

- ▶ Employee Assistance Program
- ▶ Wellness Programs
- ▶ Savi - Student Loan Debt Relief Assistance
- ▶ Care.com

Employee Assistance Program



- Services available to all PEBB members and their dependents
- Information and services provided is kept confidential
- Set up your account online to explore all of the services offered by Canopy

For additional information visit <https://hr.uoregon.edu/employee-assistance-program>

Employee Assistance Program



Summary of Services

- Short-term counseling – up to five free sessions per incident, per year
- Child and elder-care resource and referral
- Financial coaching and consultation
- Will kits
- Legal consultations and mediations
- Home ownership program
- Pet insurance
- Crisis counseling
- Fertility health and family building
- And much more....

Wellness and Discount Programs



Canopy - Employee Assistance Program



Active&Fit Direct - Discounted Gym Memberships



Better Choices, Better Health – Internet based workshop to help manage chronic conditions



Quit For Life – Tobacco Cessation



Diabetes Prevention Programs – Offered by the medical plan carriers



Healthy You – Web based well-being program



WW (formerly known as Weight Watchers)



WholeLife Directions – Internet based program designed to help improve overall health

For additional information visit <https://www.oregon.gov/oha/PEBB/Pages/Wellness-Programs.aspx>

Savi

- ▶ Student debt solution designed to help you understand your repayment options
- ▶ Provides assistance with navigating the requirements of the Public Service Loan Forgiveness Program
- ▶ Available to UO employees and their immediate family members

Visit the HR website for full details, <https://hr.uoregon.edu/public-service-loan-forgiveness-program>

Care.com Membership

- ▶ UO provides employees a Care.com membership
<https://hr.uoregon.edu/carecom-membership>
- ▶ Access to network of caregivers and helpers for services which include:
 - Childcare
 - Senior care
 - Pet care
 - Housekeeping
- ▶ Employee have access to LifeMart discounts

Care Talks

- UO employees have access to Care Talks hosted by Care.com
- Care Talks are a series of webinars to provide advice and guidance from expert speakers
- Seven Care Talks are offered per month on a variety of topics
- Find out more and register here: <https://www.care.com/business/care-talks/>



Caring for Aging Loved Ones: Forever Homes: Safety & Well Home Modifications for Older Adults – June 21st 1pm ET

89% of older Americans prefer to stay living in their homes as long as possible. We'll take a Peter Pan house (a home built for someone who is never going to age) and go room by room showing you how to make your home or your loved ones home safe, healing spaces for a lifetime.

[Register Today!](#)



Confident Parenting: Internet Information for Parents – June 28th 1pm ET

In this webinar we will review the language, identify concerns and risks, teach strategies to increase safety online, discuss instant messaging, texting, social networking and chat rooms and identify resources and monitoring software.

[Register Today!](#)



Your healthy Lifestyle: Healthy Meal Planning – June 22nd 1pm ET

Learn how to feed your family healthy foods on a budget, how to identify healthy foods and how to incorporate them into your meals. We will discuss portion control and instruct on how to read and understand food labels.

[Register Today!](#)

Contact the Benefits Team

E-Mail: hrbenefits@uoregon.edu

Website:
<https://hr.uoregon.edu/benefits>

Reflection & questions

- ▶ What was one resource that you think would be helpful for a colleague that you will share with them this week?

UO Leadership Academy, and the outcomes from Culture of Leadership assessment project

- ▶ What is the UO Leadership Academy?
- ▶ Outcomes from the UO Leadership Culture Study

UO Leadership Academy

2022-2023 Graduates



An abstract graphic design featuring overlapping geometric shapes in various shades of green and yellow. The composition is dynamic, with sharp angles and layered planes that create a sense of depth and movement. The colors range from deep forest green to bright, vibrant yellow-green. The shapes are primarily triangular and polygonal, some solid and others semi-transparent, allowing the colors beneath to show through. The overall effect is modern and energetic, with a strong emphasis on geometric form and color contrast.



The academy's curriculum is designed to create an engaged learning environment, and uses evidence-based scholarship and best practices in transformational leadership. To that end, the following objectives will be met.

Objectives

- Build an institutional culture that frames leadership as operating from a core set of values and the corresponding actions consistent with those values.
- Create and nurture an inclusive community of diverse leaders at the University of Oregon.
- Increase knowledge of the models, frameworks, and competences for effective leadership.
- Understand the concepts of transformational leadership: a process that situates leaders and followers as co-contributors to resolution and goal attainment.
- Frame leadership from a strengths-based lens, grounded in current research, theory, and best practices.
- Enhance skills and knowledge for one's current role; increase capacity to serve as leaders in today's higher education environment; and increase potential for leadership advancement.

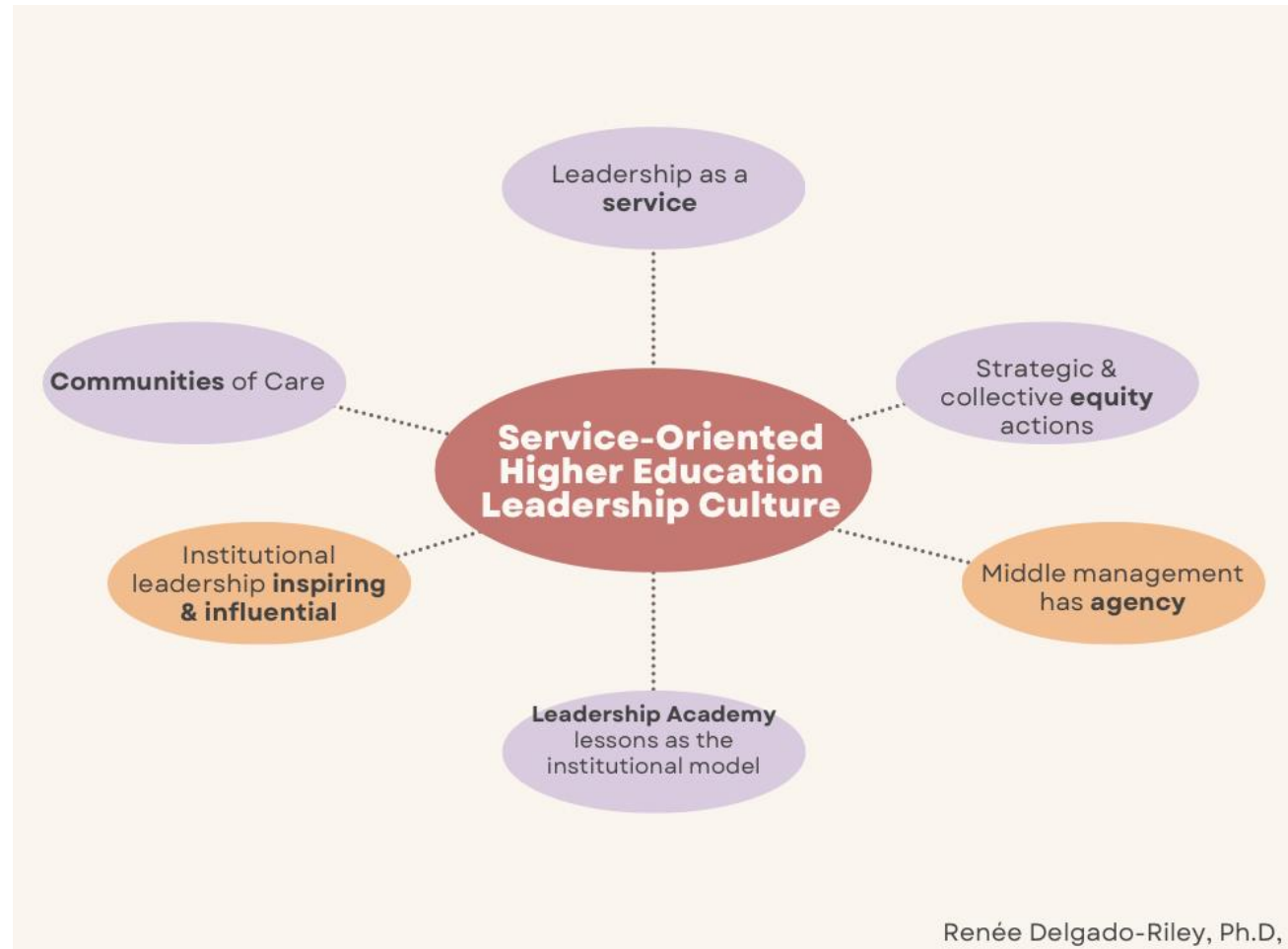


UO Leadership Academy

[Inquire](#)

Applications open Nov. 2023, and due Jan 2024

APPLICATIONS FOR THE 2023-24 COHORT ARE NOW CLOSED. NEXT YEAR'S APPLICATIONS WILL OPEN NOVEMBER 2023.



Reflection & questions

- ▶ Do you think of leadership as a position, or a set of behaviors?
- ▶ What is your strongest leadership behavior?

Create tangible support for the employees in your unit

- ▶ Encourage a culture of learning
- ▶ Remove barriers
- ▶ Partner with experts
- ▶ Provide opportunities

Reflection & questions

- ▶ What is one thing that Evey described that you can apply to your own unit?

Final Reflection Question or Comments

- ▶ How will you convert what you learned this morning into an action that will help you, or your team, to learn and grow in ways that bring you joy?

Thank You for attending!

- ▶ OA Council Website: oa.uoregon.edu
- ▶ OA Star Nominations, open in June and through August 25th
- ▶ Fall open meeting and OA Star Reception
- ▶ *Session Two (for those registered) stay in this room*