Note from the Director
Anne Curtis

Tritons, we see you. We see you having pivoted to this new remote world with amazing flexibility and creativity. We see you having changed your operations on a dime to continue serving students, staff and faculty in safer ways under these circumstances. We see you juggling child and elder care, home schooling, work, life and how to get toilet paper - often in a space that was not designed to do all that at once. We see you caring for each other, staying connected, and reaching out to offer help, solace and shared laughter. We see you mourning losses, managing the stresses of uncertainty, and shouldering heavy work for our community. And we see you exploring new modes in which to be managers, supervisors, colleagues, and teammates. We are with you in this work and are exploring our new ways of supporting you with new online offerings and topics, including our frequent “Manager and

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Empathy-in-Action

To honor and support the “human” in Human Resources, we are bringing you a new series of virtual live webinars and hosted conversations, beginning this spring. We call this Empathy-in-Action. Empathy is the ability to understand and share the feelings of another. It is a key human ability that takes practice and time to develop into a skill.

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Career Connection News

To continue helping you with your career planning and development, we are transitioning to providing some Career Connection workshops via Zoom.

Sign up for the Career Connection mailing list to receive regular updates on workshops and other resources.

Learn more about Staff Education & Development on Blink.
E-Learning Resources

In the midst of our current reality, learning can be an experience that draws us closer as a community. The Staff Education & Development team wants to encourage and support learning and help you maintain momentum during these challenging times and make the most of your remote work. Here are a few tips to help you:

- Learn a skill or topic with the intent to re-teach it to your team
- Pick a topic and go through the content as a cohort; gathering (virtually) to discuss
- Utilize our partnership with Skillsoft to learn about topics like resilience, virtual teams, communication, collaboration, and mindfulness. There are resources tailored for managers and supervisors, and others for individual contributors

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Empathy-in-Action
(cont’d from page 1)

Human Resources is offering these inaugural courses in May (via Zoom) to foster conversation, skill development, and connection. Topics address the interplay of empathy with change management, customer service, and high-stakes conversations. Please keep an eye out for our registration which will be shared via the Staff Education & Development mailing list.

Meet the Team

Director: Anne Curtis
Principal Consultants: Kim Greene, Linda Thai Schlossman
Learning Technologies Team: Karen Munroe, Kepa Francisco, Raúl Rodriguez

Contact via lms-support@ucsd.edu
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What We Recommend

Podcasts
- HerMoney Podcast with Jean Chatzky
- Ted Radio Hour: The Meaning of Work

Articles
- How to Work From Home, if You’ve Never Done It Before
- How to Work Through an Unfolding Disaster
- Coping with Coronavirus Stress

Media
- Gallup CliftonStrengths Theme Thursday: Season 5

Webinars
- UC San Diego Center for Mindfulness Webinars
- Fidelity Investments Web Workshops
- Palooza Toozday powered by Process Palooza

Project Management Professional (PMP) Certification

Free online courses
Interested in becoming a certified PMP? Skillsoft offers a series of PMP® preparation courses to help you prepare for the PMP Certification exam. Get information on how to work towards the required 35 contact hours of formal education needed to complete the exam.

The PMP Certification Preparation Starter Bundle includes topics such as managing stakeholder engagement and planning risk management. For more information visit blink.ucsd.edu/HR/services/covid-19/virtual-pd.html#Project-Management.
HR Spotlight: FSAP

The professional counselors at the UC San Diego Faculty and Staff Assistance Program (FSAP) are an amazing team. Available to Campus staff and faculty, each of the counselors has many years of experience in providing counseling to individuals, couples, and managers. Whatever your needs or preferences around provider demographics, FSAP is likely to be able to find a good match for you!

E-learning Resources

(cont’d from page 2)

UC San Diego has a variety of e-learning resources, so pick a topic and start learning! Here are a few of these resources to help get you started on this journey.

- UC San Diego Coursera
- UC San Diego Edx
- EdX School Partners

Directors Note

(cont’d from page 1)

Supervisor Office Hours: A Collaborative Discussion Group” with our Employee Relations partners; new online offerings and topics, including an upcoming Empathy-in-Action virtual workshop series; and online Supervisory Laboratory series coming later this summer. Human Resources will also be offering classes in May and June to help you make the most of temporary work assignments and present your skills to your leadership and others. Career Connection is leading the way with online workshops as well. Please keep an eye out for new resources on the Human Resources COVID-19 Blink page and updates on the Staff Education and Development mailing list. And thank you for all that you do, now more than ever, to make this community innovative, inclusive and Triton strong.

UC Learning Center Support Moves to the Services & Support Portal on May 18

In this time of transition, many units are moving their client support from ASK into the central UC San Diego Services & Support portal. This will give the campus one central place to access assistance from Information Technology Services (ITS), Business and Financial Services (BFS), and the UC Learning Center.

Support for the UC Learning Center is next in line to migrate over to the new Services & Support portal, which will take place on Monday, May 18.

We are looking forward to all of the possibilities that come with the new portal, including broader insight into your needs, increased collaboration between groups aimed at nurturing client relationships, easier case transferring, and centralized engagement with our collective audiences. To learn more about the UC San Diego Services & Support portal, take a look around now.