



# HR Capsule

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## Clark University Adds New Tuition Benefit



Clark University recently added a new tuition benefit for UMMS employees.

The Clark University Graduate School of Management offers part-time programs for working professionals in management and accounting.

UMMS employees who follow their graduate degree through the Graduate School of Management at Clark University will now get a 15% tuition discount.

UMMS employees who pursue their graduate degree through the School of Professional Studies at Clark already receive a 30% tuition discount.

These tuition benefits will be ongoing throughout the year and offer employees a great opportunity to continue their education and advance their careers.

To learn more about these programs, [click here](#).

## New UMMS Employee Benefit - Wagner BMW of Shrewsbury Program



UMMS has teamed up with Wagner BMW of Shrewsbury to offer UMMS employees and their immediate family members a new UMMS benefit "Best Pricing Available" for any new BMW/MINI model. You may utilize either the BMW Lease or BMW Loan Program to purchase your new vehicle, or you may use other sources of funds for your purchase. Through our partnership with Wagner BMW of Shrewsbury, this program is offered nationwide. If you have ever thought of owning the Ultimate Driving Machine or Motoring around in a MINI, you may visit Wagner BMW of Shrewsbury and find out how easy it is to purchase a BMW or MINI.

Be sure to print the [University of Massachusetts Medical School Customer Information Form \(CIF\)](#) and bring it with you to the dealer. This document acts as your necessary employee discount certificate.

To learn more about their Wagner BMW of Shrewsbury deals or the Corporate Sales Program, you may access the [Wagner Motors of Shrewsbury website](#) and they are located at 770 Boston Turnpike, Shrewsbury, MA or call them at (888) 460-7476 (Sales). Also, if you want additional details regarding the BMW Corporate Sales Program, please [click here](#).

## Manage and Lead Program Overview & Schedule



UMMS HR Learning and Development provides a wide variety of classes that encourage you to explore, develop, and grow professionally and personally, while learning practical skills that will help you in your current job and support your long-term career development. The overview below lists [our featured training programs](#) including class name, audience and timeline within the

category listed. There will be [additional communications distributed closer to the date of each class registration going live with a direct link to register for the class](#).

Also, you may access our [Learning & Development: Course Offerings at UMMS](#) website to register and/or learn more about UMMS complete course offerings.

### 1. Manage and Lead at UMMS Program

#### Audience: Managers

An intensive, multi-tiered training program designed specifically for UMMS Leaders and Managers. This leadership series will provide the training and tools to support our UMMS managers.

We strongly encourage all managers to attend the "Manage and Lead at UMMS" professional development program. The courses will provide you with a "How To Use" reference for the new HR tools that HR will be rolling out this fiscal year. Also, the program covers UMMS policy and procedural changes as well as changes in federal/state law that will be important in your day-to-day management and leadership of your Team.

#### Course Name

#### Date Offered

#### HIRE Module

How to Onboard and Engage Your New Hire

August 2017 - September 2017

New UMMS Functional Competency-Based Job Description Model      October 2017 - November 2017

### **MANAGE Module**

How to Manage Employee Performance and the Corrective Action Process      December 2017 - January 2018

Applying the New UMMS Performance Appraisal Tool and Preparation for 2018 Employee Performance Reviews      February 2018 - March 2018

### **COMPLY Module**

Understanding Leave Management Including FMLA/LOA/Parental Leave      April 2018 - May 2018

Immigration 101: Compliance in a Changing World      June 2018 - July 2018

### **DEVELOP Module**

The Key to Leading and Developing the Talent on your Team      July 2018 - August 2018

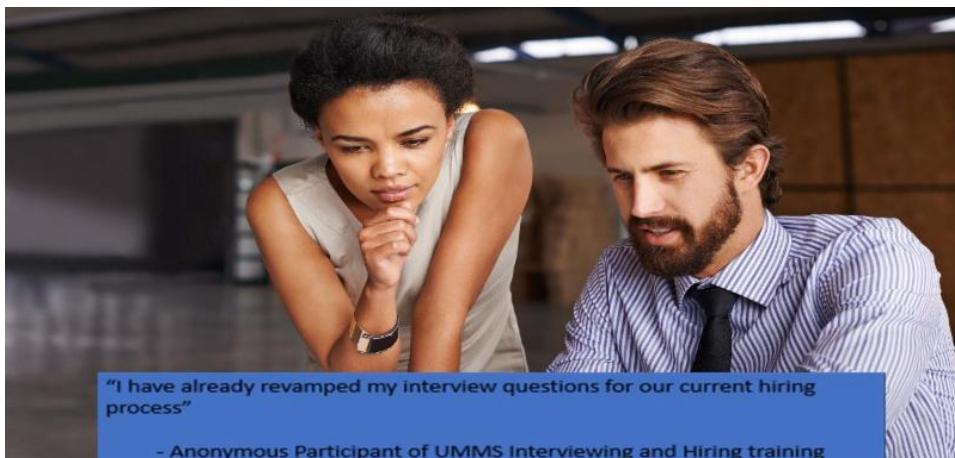
To learn more about the upcoming Manage and Lead Training classes, [click here](#).

## UMMS "Interviewing & Hiring" Module Receives Positive Feedback

This past April, the UMMS Manage and Lead program launched with the HIRE module's "Interviewing & Hiring" class. The HR Learning and Development team is excited to announce that 100% of managers surveyed said, they gained knowledge and/or skills from the program that helped them understand and follow the UMMS hiring process.

Please see the article above for the "Manage and Lead" schedule. Also, you may review additional employee feedback to the, "Interviewing and Hiring" class by accessing the [HR website home page](#) and reviewing the employee testimonials on it.

There will be **additional communications distributed closer to the date of each Manage and Lead class registration going live with a direct link to register for the class.**



## Additional Dates Added for Organizing, Prioritizing and Managing Your Work Training



Due to the overwhelming response to the initial offerings, we have additional **September** dates for the new **"Organizing, Prioritizing and Managing Your Work" course**. To review the added courses, dates and/or register please see below.

**Additional September Session Dates:** [Click here](#) for session dates, times, locations and other details.

This course will provide UMMS employees with information and action steps to effectively manage their workflow. The **Organizing, Prioritizing and Managing Your Work class** began in July and goes through to September. Please see below for details on the course, instructor and how to register:

**Class Name:** Organizing, Prioritizing and Managing Your Work - Professional Development class

**Audience:** All employees

**Instructor:** [Brion P. Carroll, Ph.D.](#), Director of Organizational Development (*click name to access biography*)

**Prerequisite:** None

**Description:** Employees will learn to identify why they are stressed at work. Recognize how your brain processes when you have many things on your mind and the consequences of "loose ends." Learn how to effectively manage work assignments. Review and apply the 5 Steps to Managing Workflow that include:

- Collect
- Process
- Organize
- Review
- Do

**Venue:** Classroom

**Schedule/Timeline:** Offered in July through September; 60 minutes

**Registration:** For more details and to register\*, [click here](#). Also, you may click on our [HR Learning and Development website](#) and scroll down to view course offerings and register.

\*Please note, when you register, you will need to access our UMMS intranet site.

### CWM Client Relationship Management 101 Series Training Available



External and internal work relationships are critical components of an institution's sustenance and growth. The success of an institution can be greatly impacted by how an employee's personality and attributes are presented during interactions with others.

Commonwealth Medicine (CWM) developed and implemented a CWM Client Relationship Management 101 Series Training to provide employees with client relationship management strategies and tools to help them as they engage and communicate with others. This course teaches the basic concepts, theories and CWM's approach toward client relationship management. The series is also available to any UMMS employee or student. Please see below for a summary of the training and links to access it.

#### Module 1: Client Communications

The Client Communications training module will help you understand the barriers to client communications, and provides solutions to overcome those barriers. You will review how to choose the most appropriate communication channel for the message you want to deliver, and understand the structure of the five-step communication process. The module also shares information on how to use questions to improve communications. To learn more and access this training, [click here](#).

#### Module 2: Client Relationships

The Client Relationships training module will help you recognize the "Old Myths" and "New Realities" in Client Relationship Management. You will review the levels of your client relationships and become familiar with simple phrases and techniques to increase effective conversation. To learn more and access this training, [click here](#).

#### Module 3: Conflict Management

The Conflict Management training module will help you identify the conflicts you have faced and study the five causes of conflict. You will learn about the five conflict management styles, including the overall benefits and possible overuses of each style. To learn more and access this training, [click here](#).

#### Learning Methodology

The trainings use a blended approach combining content delivered online and live through manager led sessions that may be offered as stand-alone sessions or during regularly scheduled times such as staff meetings. The format of the modules provides a forum where participants can exchange ideas and learn from each other's strengths in terms of Client Relationship Management and communication strategies.

## Human Resources Job Spotlight



Employee **referrals** are one of the most effective ways of finding **the best candidates for the job**. Therefore, we encourage you to please share these hot job opportunities with friends who may be a good fit for the job opening or who will forward the job description to their network of contacts. Thank you in advance for your support!

To apply for these jobs and/or to email the jobs to a friend, click on links below and then click on the "Refer a Friend" or the "Apply Now" button on the page.

[Assistant Vice Provost, Campus Life, Director of Advancement and Promotion](#)

[Senior Project Manager](#)

[Clinical Data Liaison](#)

[Co-Generation Engineer I](#)

[Electrician](#)

[Supervisor, Animal Care Facilities](#)

Human Resources - Helping



Make a Difference in Everything We Do

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