

**UCSF Curriculum in Administrative Support Excellence  
Competencies, Core Courses, Elective Courses**

Updated 1/5/06

Includes Course Start Dates Jan. – June 2006

**Register for Courses & Read Course Descriptions @ Class Catalog: <http://training.ucsf.edu>**

<b>Competency</b>	<b>Core Course</b>	<b>Course Start Dates</b>	<b>Elective Course</b>	<b>Course Start Dates</b>
<b>Administrative Support Fundamentals</b>	<ul style="list-style-type: none"> <li>Administrative Support Essentials</li> </ul>	TBA		
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Quality Customer Service &amp; Telephone Courtesy</li> </ul>	TBA	<ul style="list-style-type: none"> <li>Calming Upset Customers <i>[dealing with difficult customers/clients]</i></li> </ul>	TBA
<b>Computer Software</b>	<ul style="list-style-type: none"> <li>Word Level I</li> <li>Excel Level I</li> <li>PowerPoint Level I</li> </ul>	2/17 Monthly: 1/11, 2/8, etc. 1/27	<ul style="list-style-type: none"> <li>Outlook Introduction</li> <li>[Other software courses as needed]</li> </ul>	3/7 see Class Catalog
<b>Finance / Purchasing</b>	<ul style="list-style-type: none"> <li>Fund Accounting &amp; General Ledger Basics</li> <li>Materiel Management / Purchasing Workshop</li> <li>Vendor Payments</li> <li>Travel &amp; Entertainment Expense Processing</li> </ul>	1/19, 2/2, 3/2, 4/6, 5/4 On-line – Open Now 2/15 2/14, 4/27	<ul style="list-style-type: none"> <li>Post-Award Mgmt. of Extramural Funds</li> <li>Cost Transfers</li> <li>Effective Cash Handling</li> <li>UCSF Recharge Basics</li> </ul>	1/10, 4/11 1/11, 4/12 On-line – Open Now 3/23
<b>HR / Payroll Processing</b>	<ul style="list-style-type: none"> <li>OLPPS Inquiry</li> </ul>	On-line – Open Now	<ul style="list-style-type: none"> <li>OLPPS Policy</li> <li>OLPPS Inquiry and Entry/Update [3 days]</li> <li>OLPPS WebLinks - Payroll/Personnel Reporting</li> <li>Worker's Compensation Payroll Procedures &amp; Web Calculators</li> </ul>	On-line – Open Now 2/7, 4/4, 6/6  1/26, 3/23, 5/18  4/3
<b>Contracts &amp; Grants Processing</b>			<ul style="list-style-type: none"> <li>Introduction to Contracts &amp; Grants</li> <li>Processing Independent Consultant Agreements (ICAs)</li> </ul>	3/8, 6/6 TBA
<b>Written &amp; Spoken Communication</b>	<ul style="list-style-type: none"> <li>Get to the Point! Effective Business Writing (replaces Business Writing course offered 2003/4 fiscal yr.)</li> <li>Taking Meeting Minutes [on-line Job Aid] (See Administrative Support Essentials)</li> </ul>	TBA  TBA	<ul style="list-style-type: none"> <li>Business of Listening</li> <li>Effective Communication Skills</li> <li>Giving &amp; Receiving Feedback</li> <li>Write Right! Baseline Business Writing Skills</li> </ul>	2/16 2/23 TBA TBA
<b>Build Effective Work Relationships</b>	<ul style="list-style-type: none"> <li>Build a Partnership with your Supervisor</li> </ul>	1/26		
<b>Work Management</b>			<ul style="list-style-type: none"> <li>Juggling Priorities &amp; Projects</li> <li>Organizing Your Work Area</li> <li>Problem Solving &amp; Decision Making</li> </ul>	2/7, 5/16 TBA 3/21
<b>Self Management</b>			<ul style="list-style-type: none"> <li>Managing your Career at UCSF</li> <li>Stress Management</li> </ul>	TBA TBA

**TBA: To be Announced - Course currently being designed or Consultant Instructor scheduling in process.**

\* Cyber Computer Training Courses held in downtown San Francisco; reduced Fees for UCSF Staff; call UCSF's Cyber Representative @ 875-1888 for information

Comments / Questions to: Linda Watkins, Human Resources Development & Training, [lwatkins@hr.ucsf.edu](mailto:lwatkins@hr.ucsf.edu)