

Training Courses

**University of Missouri
Campus Facilities**



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Business Skills

(BS-1) Telephone Customer Service

This training course provides techniques that aid in producing top-quality telephone customer service with confidence and clarity. Topics include: saving time to boost efficiency by speaking concisely; stopping telephone “ramblers” without being blunt or rude; and effectively handling complaints.

Prerequisite: None

Length of Course: 2 hours

Provided by: Outside training provider

(BS-2) How to Use a Business Set Telephone

Learn to effectively use the University’s telephone system and increase personal productivity. This course is perfect for new MU employees as well as those needing a refresher course. Learn to properly forward calls; retrieve voice mail; transfer to voice mail; place conference calls; and use the display and other functions of a Business Set telephone.

Prerequisite: None

Length of Course: 2 hours

Provided by: MU Division of Information Technology – Telecommunication Services and MU Human Resource Services

(BS-3) Effective Business Writing

This course provides the necessary skills, techniques and hands-on experience for effective business writing. Attendees will learn simple rules that provide clarity and simplicity in any kind of written document. Learn how to identify specific objectives and organize information from the planning to the finished-document phase. Information will be provided for developing effective, persuasive business reports and correspondence. Procedures for correctly handling large documents; techniques for self-critique; and other tips that can be applied to all areas of business writing for maximum effectiveness will be discussed.

Prerequisite: None

Length of course: 8 hours

Provided by: University of Missouri or outside training provider

(BS-4) Basic Business Writing Skills (Memos, etc.)

This program provides the basic skills needed to compose, organize, draft and complete basic business documents such as memos, letters and other types of business correspondence. Review and update English grammar and sentence structure. Learn how to edit and proof your documents and produce clear and concise basic business correspondence.

Prerequisite: None

Length of Course: 3 hours

Provided by: University of Missouri or outside training provider

(BS-5) How to Edit and Proofread

Learn the powerful six-step method for increasing proofreading and editing effectiveness. Topics include: using the correct format; spelling; capitalization; grammar; punctuation; word usage; and editing skills. Let your documents clearly and concisely reflect your thoughts through skills learned in this course.

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Prerequisite: None

Length of Course: 3 hours

Provided by: Columbia Area Career Center

(BS-7) Time Management (Tools to Use)

This course helps identify ways to make the most productive use of time. Attendees will learn to prioritize projects and tasks, spot hidden shortcuts in projects, anticipate problems and prevent bottlenecks. Attendees will leave this class knowing how to organize and structure time; resolve time conflicts; and focus energies on high-priority tasks.

Prerequisite: None

Length of Course: 3 hours

Provided by: Columbia Area Career Center

(BS-8) Managing Multiple Projects (Tools to Use)

Take control of multiple priorities. This course gives attendees skills and knowledge that will allow them to use their time in a more efficient manner. Learn strategies for sorting priorities, cutting needless repetition, prioritizing for multiple supervisors, and “dividing and conquering” huge projects. Procedures are also taught that can help you budget for the inevitable unexpected problem.

Prerequisite: None

Length of Course: 3 hours

Provided by: Human Resource Services

(BS-9) Customer Service and Relations

Learn the keys to understanding customer needs and expectations. This course gives attendees a better understanding of customers’ ideas of good service and response. Learn when to use the telephone, fax, e-mail or voice mail, or when to talk in-person with customers. Know how to deal with angry or upset customers; how to objectively measure levels of service; and what makes exceptional customer service. Learn the processes for following up after service in order to enhance future customer relations and to increase the quality of service.

Prerequisite: None

Length of Course: 3 hours

Provided by: MU Human Resource Services

(BS-10) Technical Writing

This course is designed as an introduction to technical writing. Course attendees will learn how to select; gather; and prioritize information; how to choose the appropriate audience format; and concisely present information. Learn how to index documents in a clear and relevant way; choose and maintain arguments in a technical proposal; and change formats. Techniques for accurately transferring data from sources to technical reports are also covered.

Prerequisite: None

Length of Course: 8 hours

Provided by: Outside training provider

Budget/Finance Skills

(BF-1) Learning How the University is Funded and How It Impacts Your Budget and Projects

Attendees will learn how University divisions, departments and unit budgets are funded; how state and federal appropriations are passed to the university, its divisions, departments, and units; how restrictions on contract funding affect budgets; and the effects on department goals of general operating accounts and recharge budgets.

Prerequisite: None

Length of Course: 1 hour

Provided by: University of Missouri and MU Campus Facilities

(BF-2) Understanding MU's Internal Auditing Process

Learn the policies and procedures used by University of Missouri Internal Auditing. This course includes audit procedures and guidelines and reviews the systems for ensuring compliance, as well as asset and resource management. Correcting individual audit findings will also be covered.

Prerequisite: None

Length of Course: 3 hours

Provided by: University of Missouri and MU Campus Facilities

(BF-3) Understanding MU's Accounting System

This course gives attendees an overview of the University of Missouri accounting system and provides increased awareness of the importance of financial accountability. Attendees will learn how the UM budget process works and how it relates to Campus Facilities. Instruction will allow attendees to identify ways of controlling expenditures through accounting processes; creating and managing budgets; and methods of communicating budget goals.

Prerequisite: None

Length of Course: 3 hours

Provided by: MU Campus Facilities

(BF-4) Understanding MU's Procurement Procedures

This course gives attendees an opportunity to learn Campus Facilities' procurement procedures: use of Pro-Card; Departmental Order (DO); the purchase of services; blanket order procedures; and specification procedures. The consultant agreement — its content, and decisions regarding its use — is also covered.

Prerequisite: None

Length of Course: 3 hours

Provided by: Procurement/Materials Management

(BF-5) Life-Cycle Costing (Beginning Engineering-Economics)

Learn the factors of engineering-economics and their effect on engineering decisions. Covered are: engineering-economics criteria; present- and annual-worth analysis; return-analysis and cash-flow development. This class meets for four weeks, one day per week.

Prerequisite: None

Length of Course: 32 hours

Provided by: University of Missouri

(BF-6) Estimating and Budgeting Projects

This course teaches basics of the University of Missouri budget process, along with estimating project cost using the R.S. Means estimating guide. In the first half of the course, attendees will learn UM project-budget processes, the use of the Project Cost Summary form, and will review various Campus Facilities charge-out units. The second half of the course is devoted to estimating UM projects vis-à-vis the R.S. Means estimating guide.

Prerequisite: None

Length of Course: 10 hours

Provided by: MU Campus Facilities and R.S. Means Presenter

(BF-11) Risk Management

This training course offers specific, cost-effective recommendations on setting up and carrying out a risk-management program, and provides useful methods for assessing accident risks in the workplace. Instruction deals with determining costs in terms of time and productivity, and alleviating potential risks. Attendees are encouraged to discuss workplace accidents in order to develop plans for alleviating similar occurrences in the future.

Prerequisite: None

Length of Course: 2 hours

Provided by: University of Missouri or outside training provider

Building Good Work Relationships

(BW-1) Understanding Diversity

This course provides attendees with information and skills for recognizing diversity in the workplace and successfully managing a diverse workforce. Instruction covers the legal aspects of workplace diversity, including the Americans with Disabilities Act, and sexual harassment and discrimination issues.

Prerequisite: None

Length of Course: 3 hours

Provided by: Human Resource Services

(BW-2) How to Work as a Team and Develop Alliances

This course is designed to maximize the abilities of team leaders to help them develop alliances that can increase the productivity of their teams. Discover the most productive ways to conduct team meetings; how to develop a climate which fosters commonality of purpose and understanding within the team; and identify behaviors which tend to contribute to, or interfere with, teamwork.

Prerequisite: None

Length of Course: 2 hours

Provided by: University of Missouri or outside training provider

(BW-3) How to Work as a Team

Learn what makes a team productive and how to be a successful member of a team. This course helps attendees understand what teams are all about and why they are important to an organization. Instruction includes: tips for creating ideas within a team; being part of a team's decision-making process, and maintaining an atmosphere of cooperation and growth. Learn about managing team performance; resolving conflict; and maintaining team unity.

Prerequisite: None

Length of Course: 2 hours

Provided by: University of Missouri or outside training provider

(BW-4) Dealing with Difficult Work Relationships

Learn how to manage difficult people. Deal with conflict in a positive, productive manner by learning how to understand and work with others who seem to have different approaches to work. Learn strategies, conflict resolution tools, and techniques for diffusing difficult behaviors.

Prerequisite: None

Length of Course: 6 hours

Provided by: Human Resource Services

(BW-5) How to Prevent Workplace Violence

The University of Missouri strives to provide a safe and secure work environment for all employees. Toward this end, intimidation, threats and acts of violence, with or without the presence of a weapon, will not be tolerated. This training class provides information on what to do when faced with possible problems; what the employee and management responsibilities are, early intervention techniques, who and when to call for assistance, techniques designed to deal effectively with conflict resolution, and performance and/or conduct signs which may be early warning signs of potential problems.

Prerequisite: None

Length of Course: 2.5 hours

Provided by: CF Safety and Training

(BW-6) How to Prevent Sexual Harassment

Attendees will learn what sexual harassment is; morally and legally dealing with it; and preventing its occurrence. Instruction includes: definitions of sexual harassment; employer and employee liability; reporting procedures; resolving sexual harassment issues; and resources for sexual harassment policy. Section 703, Title VII, of the Civil Rights Act of 1964, and University of Missouri Personnel Policy serve as the basis for the course.

Prerequisite: None

Length of Course: 3 hours

Provided by: MU Human Resource Services

(BW-9) Dealing with Criticism, Anger & Conflict to Prevent Workplace Violence

Learn skills in dealing effectively with criticism, anger and conflict in the workplace. Develop an understanding of how and why anger can lead to workplace conflict and violence, as well as techniques to recognize and address conflict issues in the workplace. In addition, instruction includes procedures for correctly documenting alleged or actual incidents of workplace violence.

Prerequisite: None

Length of Course: 3 hours

Provided by: MU Human Resource Services

Communication Skills

(CS-1) How to Listen Effectively

This course will help attendees enhance their listening skills. Learn techniques that allow one to listen effectively; concentrate on what is being said; steps of listening; empathic listening; “personality types” of listeners; recognize motivation and hidden meaning in communication; and coax revealing answers from reluctant speakers.

Prerequisite: None

Length of Course: 3 hours

Provided by: MU Human Resource Services

(CS-2) How to Communicate with Confidence, Credibility and Clarity

This course teaches skills that allow one to communicate confidently, dependably and clearly. Learn what credibility is, how it is communicated, and the components of complete communication: body language; “presentation packages”; and understanding languages others speak. Conquer common fears that cause communication to be “lost in transmission.” Take advantage of your personal strengths and the potential for conflicts to have positive outcomes. Present your ideas in a way that is oriented to the workplace chain of command and that allows them to gather support as they move from person to person.

Prerequisite: None

Length of Course: 4 hours

Provided by: Outside training provider

(CS-3) How to Develop a Newsletter

Learn how to create a newsletter that stands out from the crowd at a price that is affordable. This class will provide the details and “know how” in using logos, graphics, color and photos to create an organized, impressive newsletter.

Prerequisite: None

Length of Course: 6 hours

Provided by: Outside training provider

(CS-5) Negotiation Techniques

This course provides techniques in and training for successful negotiations. Learn proven techniques that allow agreements to be reached that create opportunities for all parties. Topics include: detecting hidden agendas; responding to confrontation; and diffusing conflict. Learn how to influence deadlocks and devise counter-measures; improve your negotiating style and tactics, and recognize those of others — gain a perspective on negotiating with diversity in mind.

Prerequisite: None

Length of Course: 8 hours

Provided by: University of Missouri or outside training provider

Computer Skills

(CP-1) Basic Computer Training and Keyboarding

Learn the basics of personal-computer operation and terminology: the keyboard; components of a personal computer system; beginning Disk Operating System (DOS) commands; mouse use; disk space; and the opportunity to sample some popular word processing and spreadsheet applications. Become more informed and experienced with the personal computer.

Prerequisite: None

Length of Course: 2 hours

Provided by: CF Systems Development

(TS-99) IT Computer Training

[MU Division of Information Technology computer classes](#) may be available and applicable for Campus Facilities employees. If approved by your supervisor, CF Training will bring them to Campus Facilities Computer Training Room 25 GSB. Go to <http://doit.missouri.edu/training/catalog.html>

Specialty Computer Software

(SC-3) AutoCAD® Beginners

Course instruction focuses on viewing, drafting, layering, editing, and printing with the AutoCAD 14 program. Attendees will also learn to customize toolbars and interpret CAD drawings for planning-and-design use. Architectural/engineering scales, a calculator and paper are required for the course.

Prerequisite: Exposure to Windows 95; ability to read as-built-drawings; basic mathematics; conceptual understanding of building design.

Length of Course: 3 hours

Provided by: MU Campus Facilities

(SC-3) AutoCAD® Intermediate

A continuation of the beginning AutoCAD course, attendees will learn the sophisticated drafting and editing commands of chamfer, fillet, dimensioning and offset. Instruction also includes creating blocks, cross-hatching text, and using rasterized images in design. Computer-Aided Planning (CAP) (Systems Furniture Only) pertaining to interior design also is discussed.

Prerequisite: AutoCAD for Beginners Class

Length of Course: 3 hours

Provided by: MU Campus Facilities

(SC-5) Projex®

This introductory course familiarizes users with the core capabilities and uses of Projex, a project-management software program. Instruction includes data entry screens and menus; generating reports on the costs and progress of projects; differences and similarities between Projex and the Project Management System; tracking functions; information on user- group implementation; and updates to the system.

Prerequisite: None

Length of Course: 4 hours

Provided by: MU Campus Facilities

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(SC-9) Geographic Information System (GIS)

An introductory class in the use of the MUMAP Intranet Geographic Information System. Attendees will learn to access, prepare, and print utility maps; the organization and representation of utility and planimetric data; turning on and off available data; and zooming and panning around the map. Instruction also includes database access, and image and video information about features on the map.

Prerequisite: None

Length of Course: 2 hours

Provided by: University of Missouri

Intra-Personal Skills

(IS-1) How to Become and Stay Motivated

Learn to self-motivate and turn your goals into realities. This course helps you examine professional and personal goals and provides motivational tools that can be applied immediately in your workplace and personal life.

Prerequisite: None

Length of Course: 3 hours

Provided by: University of Missouri or outside training provider

(IS-2) How to Manage Change

Learn how to creatively deal with change. Attendees will learn how to understand and manage and positively react to change, and how to put change in perspective. Attendees will leave this course with methods for embracing and making opportunities out of life's changes.

Prerequisite: None

Length of Course: 3 hours

Provided by: University of Missouri or outside training provider

(IS-3) Work Spirit, Ethic and Morale (Integrity and Trust)

Learn to enhance a productive work-spirit and work ethic in yourself and teammates. This course provides instruction in creating and maintaining a positive workplace atmosphere that maximizes productivity and creates employee-satisfaction. Learn the roles integrity and trust play in the workplace, and the conditions or problems that negatively affect work-spirit and morale.

Prerequisite: None

Length of Course: 3 hours

Provided by: Outside training provider

(IS-4) Managing Stress and Balancing Your Life

This course provides instruction in recognizing and managing stress in the workplace, as well as in one's personal life. Attendees will learn to distinguish between harmful and productive stress, and to respond positively to stressful situations. Topics include how stress affects your physical and psychological well-being.

Prerequisite: None

Length of Course: 3 hours

Provided by: Outside training provider

(IS-5) Thinking Beyond the Boundaries (Creative Thinking)

This course is designed to help attendees become more innovative thinkers. Be a creative catalyst among your co-workers by expanding your ability to stimulate new ideas and solutions. Learn to generate creative ideas and find new solutions to old problems or to improve the effectiveness of ideas already in place.

Prerequisite: None

Length of Course: 3 hours

Provided by: Outside training provider

(IS-6) Assertiveness Training

Learn the key points in presenting yourself with the confidence and poise necessary for success. Learn to deal with difficult people and situations in a manner that allows you to communicate your point without arousing resentment or feeling guilty, and that adds to your career and life.

Prerequisite: None

Length of Course: 3 hours

Provided by: MU Human Resource Services or outside training provider

Leadership Training

(LT-1) Covey's Principle-Centered Leadership

Learn the principles and methods of Stephen Covey's vision for leadership and managing change within the organization. Course material allows attendees to identify and dismantle barriers to performance and productivity; monitor and improve the performance and leadership of both the individual and team; and lead by example.

Prerequisite: None

Length of Course: 24 hours

Provided by: Outside training provider

(LT-2) Learning about MU's Leadership Philosophy

Meet with MU leaders to learn their vision-and-leadership styles. Campus leaders will be invited to speak who can provide insight into skills, resources, training and guidance they have found useful in their development.

Prerequisite: None

Length of Course: 1 hour - (once a year for five years)

Provided by: University of Missouri leader

(LT-3) Leading Change

Learn to communicate change directives that build participation rather than create resistance. This course provides managers with the tools — building trust, emphatic listening, and helping with the adoption of new procedures and systems — for overcoming qualms about change.

Prerequisite: None

Length of Course: 2 hours

Provided by: University of Missouri or outside training provider

(LT-4) How to Understand Leadership Styles

This course allows attendees to recognize and understand various types of leadership styles and approaches. Understand what lies behind leadership decisions — the role personality plays in leadership and the qualities that distinguish leaders. Know the basic types of leadership styles and how to deal productively with each.

Prerequisite: None

Length of Course: 3 hours

Provided by: University of Missouri or outside training provider

(LT-5) Financial Analysis, Strategy and Forecasting

Learn to apply proven financial-analysis techniques to your area of responsibility. This course teaches the basics of financial analysis: setting criteria for gathering information; forming an educated opinion from data represented in financial reports; using financial reports and other data for projections and strategies; locating potential problems; refining ambiguous information; and determining the resources to use when preparing, conducting and reviewing financial reports.

Prerequisite: None

Length of Course: 3 hours

Provided by: University of Missouri or outside training provider

(LT-6) Strategic Planning

Course attendees will learn the concepts of strategic planning — developing a mission statement that reflects an organization’s social utility, and the planning, implementation and evaluation of new or existing goals and objectives for accomplishing that mission.

Prerequisite: None

Length of Course: 3 hours

Provided by: University of Missouri or outside training provider

(LT-8) Performance Management

Attendees will learn how to assess the performance of their employees. The course provides criteria for performance planning and appraisals; monitoring performance; determining and writing expectations; preparing for the review discussion; and constructive feedback. Instruction also provides a review of the MU disciplinary procedure and performance-appraisal system.

Prerequisite: Director, manager or supervisor job status.

Length of Course: 3 hours

Provided by: MU Human Resource Services

Presentation Skills

(PS-1) Planning and Developing Presentations (Written, Verbal, Visual, etc.) for Small and Large Groups

This course provides attendees with the skills to confidently plan and deliver effective and persuasive presentations by the proper gathering and use of resources; tailoring presentations to the audience; adjusting presentations to the size of the group; dealing with special situations; and maintaining a confident and effective manner throughout the presentation. Templates of model presentations and rehearsal techniques are presented.

Prerequisite: None

Length of Course: 8 hours

Provided by: University of Missouri or outside training provider

University Personnel Policy and Procedures

(UP-1) MU's Personnel Forms, Policies, Procedures and Updates

Develop expertise in learning how and when to use MU personnel forms. Course materials include Personnel Action forms — hiring, firing, promotions, demotions, reappointment, leave of absence, etc. — currently utilized by MU. Due to the magnitude of forms, the course is divided into two sessions with question-and-answer periods. Campus Facilities Policies and Procedures and updates also are provided

(UP-2) University Benefits (Retirement, etc.)

Meet with campus experts to make the most of your university benefits — Retirement and Life Insurance Benefits, and the Tax Deferred Annuity plans. The course consists of two sessions, the first covers retirement and life insurance; the second tax-deferred annuities.

Prerequisite: None

Length of Course: 2 sessions - 12 hours each

Provided by: University of Missouri or Human Resource Services

(UP-3) Campus Facilities Policies, Procedures and Updates

Combined with UP-1

(UP-4) Family Medical Leave Act

This course covers the application of the 1993 federal Family Medical Leave Act (FMLA) to MU policy. Topics covered include eligibility for family medical leave; procedures for requesting FMLA-time off; the processing by MU of FMLA requests; and departmental FMLA obligations.

Prerequisite: None

Length of Course: 3 hours

Provided by: MU Human Resource Services

(UP-5) Workers Compensation Policies and Procedures

Learn about policies and procedures of the Workers Compensation Insurance Act. The course covers eligibility; required waiting periods; reporting procedures and forms; and coverage and claim information. Course material also identifies MU personnel to contact regarding issues related to Worker Compensation Insurance.

Prerequisite: None

Length of Course: 2 hours

Provided by: University of Missouri or MU Environmental Health & Safety

(UP-6) Campus Facilities Orientation Training

This course is designed to orient new employees to Campus Facilities mission, departments and units; its policies, procedures and personnel. Employee benefits, parking information and an orientation video are provided to the new employee.

(UP-7) Union Policies and Procedures

Combined with SS-14 (CF Training Courses Archive)

(SC-633) On-line Application Training

This class provides information on how to apply for employment at the University of Missouri.

Safety Training

(ST-2) OSHA and Other Applicable Safety Regulations

Combined with ST-39

(ST-4C) Forklift Safety Training

This class is provided for any CF employee required to drive a forklift. This class is hands-on training and covers OSHA and other guidelines. Course topics include operating a loaded forklift; a forklift's capacity and judging its center of gravity; the right-of-way between forklifts, other vehicles and pedestrians; pre-operation inspections; and other forklift safety issues. Certification will be issued upon completion. Class is limited to eight attendees.

Prerequisite: None

Length of Course: 4 hours

Provided by: Outside training provider

(ST-5) Crane Safety Awareness

This course is designed to teach attendees accident prevention and working safely with cranes. Topics covered include: crane set-up and load-chart interpretation; general safety operating principles and procedures; general job site conditions and common problems; operator inspection; and crane operator responsibilities.

Prerequisite: None

Length of Course: 4 hours

Provided by: Outside training provider

(ST-6) Asbestos Awareness

This course is concerned with increasing the worker's awareness of the danger of asbestos. Attendees will learn of the history of asbestos and illness linked to exposure to asbestos; how to recognize sources of asbestos; procedures to follow if asbestos is discovered in a work area; and the importance of wearing the correct personal protective equipment.

Prerequisite: None

Length of Course: 1 hour

Provided by: MU Environmental Health & Safety

(ST-7) Asbestos Certification

The successful completion of this 20-hour course results in the individual's certification in asbestos abatement by the Environmental Protection Agency and the Missouri Department of Natural Resources. Course instruction is on the hazards and effects of asbestos; its proper removal and handling; the importance and use of protective equipment; and related medical requirements.

Prerequisite: None

Length of Course: 20 hours

Provided by: MU Environmental Health & Safety

(ST-728) Asbestos Supervisor

This 40-hour course is required by the EPA for workers removing asbestos. There are classroom and hands-on components to this class.

Prerequisite: None

Length of Course: 40 hours

Provided by: MU Environmental Health & Safety

(ST-8) Asbestos Recertification

Approved by the Environmental Protection Agency and the Missouri Department of Natural Resources, the successful completion of this course allows asbestos abatement workers to retain their EPA and MDNR asbestos certification.

Prerequisite: Asbestos Certification Course (ST-7)

Length of Course: 8 hours

Provided by: MU Environmental Health & Safety

(ST-9) Backflow Certification

This 40-hour course is designed for state certification in backflow prevention. Attendees will learn what backflow is; testing procedures to determine if backflow conditions exist in water supplies; and resolving potential or actual backflow problems.

Prerequisite: None

Length of Course: 40 hours

Provided by: Outside training provider

(ST-10) Backflow Recertification

This recertification class in backflow prevention includes: changes in regulatory standards; new devices and technology for preventing backflow; and other information. It serves as a refresher course on the principles and practices of backflow prevention, with recertification testing conducted at its completion.

Prerequisite: Valid Certification for Backflow

Length of Course: 8 Hours

Provided by: Outside training provider

(ST-11) Pesticide Certification

Presented by the Missouri Department of Agriculture and the University of Missouri, the successful completion of this course allows one to be licensed as a pesticide applicator by the State of Missouri. This core course, designed for first-time licensing requirements, covers the labeling of pesticides; their storage and transportation; mixing and loading; the application and harmful effects of pesticides; and pesticide disposal.

Prerequisite: None

Length of Course: 8 hours

Provided by: Missouri Department of Agriculture and University of Missouri

(ST-12) Refrigeration Certification

Designed to provide instruction and certification as proscribed by the Environmental Protection Agency, this course covers the principles of refrigeration; maintenance and repair of refrigeration; and the fundamentals of refrigeration-system electrical and mechanical troubleshooting. The course also covers provisions of the Clean Air Act and Amendments, specifically Section 608, and the regulatory requirements for recovering, reclaiming and recycling refrigerant. Certification testing is conducted at the end of this course.

Prerequisite: None

Length of Course: 24 hours

Provided by: Outside training provider

(ST-13) Pest Control Certification

Learn pest identification; equipment; labels; pesticides; alternate control methods; how to deal with pesticide spills; pesticide law; pesticide hazards and safety; and alternative control methods. Successful completion of this course does not certify a person in the commercial application of insecticides or pesticides — such work must be done under the supervision of a licensed Pest Control Applicator.

Prerequisite: None

Length of Course: 24 hours

Provided by: Outside training provider

(ST-14) Pest Control Recertification

This course is required once every three years. Course material covers the identification and hazards of specific pests; pesticide safety; laws; and regulations.

Prerequisite: Missouri Pest Control Certification

Length of Course: 8 hours

Provided by: Missouri Pest Control Association

(ST-17A) Research Reactor Indoctrination (Campus Facilities Personnel)

This course provides general and safety information for Campus Facilities personnel accessing the University of Missouri Research Reactor. Instruction covers regulations regarding access to and work in MURR; security issues; a general review of the responsibilities of personnel authorized to access the area; and emergency procedures and contacts. A tour of the reactor is conducted during this class.

Prerequisite: None

Length of Course: 1.5 hours

Provided by: MU Research Reactor

(ST-18A) Research Reactor Reindoctrination (Campus Facilities Personnel)

Length of Course: 4.5 hour refresher

(ST-18B) Research Reactor Reindoctrination (Facility Operations – Custodial Services Personnel)

None at this time.

Length of Course: 4.5 hours refresher

(ST-19) Public Water Supply Certification

This course is designed to provide certification in public water supply. Instruction covers the basic concepts of the production of public water supply, its distribution and return. Information regarding treatment specifications; public water supply safety; and current regulations also is presented.

Prerequisite: None

Length of Course: 8 hours (One day per week for two months, one day for test).

Provided by: Missouri Department of Natural Resources

(ST-20) Public Water Supply Recertification

This course is for the recertification of public water supply operators. Thirty hours of training over three years are necessary for public water supply recertification.

Prerequisite: None

Length of Course: 30 hours of related training over a 3-year period, one day for test.

Provided by: State of Missouri

(ST-25) How to Handle Visitors Safety and Disability Needs

Combined with BS-9

(ST-26) Scaffolding Safety

Light (light crews): 4 hours; Medium (masons, etc.): 6 hours; Heavy (boiler workers): 8 hours. Hands-on training in scaffolding safety will be inspecting, erecting, and covering hazards associated with scaffolding according to OSHA guidelines. Certification will be issued upon completion of course. Class size limited to 14 attendees.

Prerequisite: None

Length of Course: 4, 6 or 8 hours (see above)

Provided by: CF Safety Trainer

(ST-27) Proper Lifting Techniques

Learn techniques for safely lifting and moving heavy objects. Instruction involves assessing lifting tasks; the body mechanics involved in lifting heavy objects; and hands-on demonstrations.

Prerequisite: None

Length of Course: 1 hour

Provided by: University Hospital staff

(ST-30) Trenching, Shoring, and Excavation

This hands-on course trains Campus Facilities employees in safe trenching and shoring procedures per the OSHA excavation standard 29CFR 1926 Subpart P. It is the “Competent Person” certification required in all trenching and shoring operations. The course teaches attendees how to safely work in trenches or holes and the procedures for correctly excavating trenches. Instruction also covers the recognition of soil types and the methods for supporting loose soil. Class size is limited to 10.

Prerequisite: None

Length of Course: 8 hours

Provided by: CF Safety Trainer

(ST-31) Excavation Equipment Safety Training

This course provides instruction in the safe operation of excavation equipment and worker safety. Learn how to conduct pre-excavation checks on both excavation equipment and the area in which it is used; the proper blocking of areas to be excavated; the safe operation of excavation equipment; and safety procedures for individuals working near excavation equipment.

Prerequisite: None

Length of Course: 3 hours

Provided by: Outside training provider

(ST-32) Lockout/Tagout

This course, based on requirements drawn from OSHA guidelines, teaches the correct procedures for restricting the use of equipment with stored-energy potential. Topics include: tags and locks for identifying equipment to which access is restricted, or on which service is needed or in progress; and types of hazards that would be created by unintentional or unexpected release of energy. Classes are tailored to each department.

Prerequisite: None

Length of Course: 2 hours

Provided by: MU Campus Facilities or outside training provider

(ST-33) High Voltage Safety

This course covers OSHA requirements for high voltage electrical safety. Course content includes the proper type of personal protective equipment to be worn when dealing with high voltage components; the proper use of ladders, platforms, and other devices; and general safety procedures when working near energized objects. Instruction also includes: testing high voltage components; special conditions regarding high voltage; and first aid for victims of electrical shock.

Prerequisite: None

Length of Course: 16 hours

Provided by: Outside training provider

(ST-34) Construction Site Safety

This training course uses the OSHA construction safety regulations as a guide to teach proper safety measures on the job site. This course will explore how each person working on the site has a responsibility to improve site safety.

Prerequisite: None

Length of Course: 1 hour

Provided by: MU Environmental Health & Safety or MU Campus Facilities

(ST-35) OSHA Electrical Safety Regulations (Lighting, etc.)

Combined with ST-37 (CF Training Courses Archive) This course provides OSHA electrical safety regulations. Learn what OSHA specifies for workers' safety regarding electrical exposure for both non-electrical and electrical personnel. Attendees will learn what constitutes energized and de-energized equipment; training requirements for various types of work operations; and how these standards complement existing electrical codes.

(continued on next page)

Prerequisite: None

Length of Course: 8 hours

Provided by: Outside training provider

(ST-36) Electrical Training for Non-Electrical Personnel

This course requires no previous electrical training. Instruction concerns potential and actual electrical hazards in the workplace and home. This course is for those in situations where electrical shock is possible.

Prerequisite: None

Length of Course: 2 hours

Provided by: Columbia Area Career Center

(ST-38) Motor Vehicle Safety

Learn the basics of safe motor vehicle operation. The National Safety Council provides techniques for increasing driver awareness and handling emergencies or unexpected occurrences when driving. Instruction also includes traffic safety regulations.

Prerequisite: Valid driver's license

Length of Course: 1 hour

Provided by: MU Environmental Health & Safety

(ST-40) Safe Application of Pesticides

This course is for non-certification and teaches Campus Facilities – Landscape Services employees the safe application of pesticides. Instruction includes: the use of personal protective equipment; labeling of pesticides; responding to pesticide spills; calibrating equipment; environmental concerns; and toxicity.

Prerequisite: None

Length of Course: 2 hours

Provided by: CF Landscape Services staff

(ST-41) How to Use Fire Extinguishers, Fire Prevention and Protection

This course uses both lecture and hands-on training to teach attendees how to prevent and respond to fires. Instruction includes recognition of types of fires and choosing the correct fire extinguisher; and procedures for extinguishing the fire. Attendees will also receive training in the recognition of potential fire hazards.

Prerequisite: None

Length of Course: 2 hours

Provided by: MU Environmental Health & Safety or University of Missouri Fire & Rescue Training Institute

(ST-42) Radiation Safety

This class covers radiation safety. Principles of radioactivity are discussed along with how to work safely in an area containing a radiation source. Identification of radiation signs and labels, packaging disposal, monitoring procedures, security requirements, exposure levels and other important topics are covered.

Prerequisite: None

Length of Course: 1 hour

Provided by: MU Environmental Health & Safety

(ST-43) How to Work in an Area Containing Biohazards and Waste Products

This course is for personnel who work in areas containing biohazards. Learn what constitutes biohazards or waste products; identifying and labeling biohazards or waste products; and procedures to follow when working near biohazards or waste products. Blood-borne pathogens; Hepatitis B vaccinations; and handling biohazards and waste products also are covered. Instruction includes question and answer periods.

Prerequisite: None

Length of Course: 1 hour

Provided by: MU Environmental Health & Safety

(ST-44) Crime Prevention

Learn crime-safeguards. Learn to recognize conditions that promote criminal activity and who to contact. Topics include: minimizing unauthorized access, theft, vandalism or physical attack. Learn the importance of lighting; locked areas; securing equipment; verifying credentials; and developing crime-awareness.

Prerequisite: None

Length of Course: 3 hours

Provided by: MU Police Department

(ST-45) Self-Defense

Learn practical self-defense tactics, strategies and awareness. Instruction includes techniques for maintaining an awareness of potential personal risk; body language; distracting or disabling an attacker. The course involves hands-on demonstrations.

Prerequisite: None

Length of Course: 4 hours

Provided by: MU Police Department

(ST-46) Condensate-Induced Water-Hammer Training

Combined with ST-49

(ST-47) Safe Use of Personal Protective Equipment

This course provides information that allows participants to select the correct type of personal protective equipment and how it is worn for maximum protection. Equipment includes respirators, safety glasses and gloves, etc. Classes are tailored to individual department situations.

Prerequisite: None

Length of Course: 2 hours

Provided by: MU Environmental Health & Safety

(ST-48) Safe Use and Operation of Power and Hand Tools

Learn how to safely operate power tools such as saws, electric drills, air-powered equipment, tube cleaners and hand tools — saws, hammers, etc. Procedures, conditions and equipment for the safe use of tools are also covered. Instruction is tailored to department needs.

Prerequisite: None

Length of Course: 1 hour

Provided by: MU Environmental Health & Safety or MU Campus Facilities

(ST-49) Working Safe with Steam and Condensate

Learn safety techniques for working with steam and condensate systems. Instruction includes safety preparatory procedures; the danger of hot condensate and condensate-induced water hammer; and using personal protective equipment.

Prerequisite: None

Length of Course: 2 hours

Provided by: MU Campus Facilities

(ST-52) Ladder Safety

This course provides training in the proper selection, inspection, use and storage of ladders, in accordance with OSHA reference: 29 CFR 1910.25, 1910.26, and 1910.27. This is a hands-on training class. Class size is limited to 10 attendees.

Prerequisite: None

Length of Course: 1 hour

Provided by: CF Safety Trainer

(ST-53) Monthly Safety Training

Safety training, relevant

(ST-54C) Aerial Lift Training

This hands-on training class provides training in the safe use of aerial lifts. Employees who take this course will be trained in pre-start inspection procedures, workplace inspection, equipment use, bystander safety and equipment storage, in accordance with OSHA reference: 29 CFR 1910.67, 1926.453; and ANSI reference: A92-1992 7.3.3 and A92-1992 8.3. Certification will be issued upon completion of course. Class size is limited to 20 attendees.

Prerequisite: None

Length of Course: 1 hour

Provided by: CF Safety Trainer

(ST-57) Ladder, Walkway, and Stairway Safety

This hands-on training class will provide training in safe work procedures required while working on ladders, construction walkways and stairways on University property, in accordance with OSHA reference 29CFR 1910.25, 1910.26, 1910.27, and 1910.3124. Class size is limited to 10 attendees.

Prerequisite: None

Length of Course: 2 hours

Provided by: CF Safety Trainer

(ST-58) Heat Stress

This course will teach the causes of heat stress, how to prevent it, and what to do if you or a team member is experiencing it.

Prerequisite: None

Length of Course: 1 hour

Provided by: CF Safety Trainer

(ST-64) Barricading Safety

Participants will be able to identify when barricades are necessary, and will learn what barricade techniques to use as they relate to various regulations.

Prerequisite: None

Length of Course: 1 hour

(ST-65) Hot Work Training

This class will provide safety information regarding work activities involving welding and cutting, and any spark- or flame-producing type of work.

Prerequisite: None

Length of Course: 1.5 hours

(ST-115) Fall Protection

Participants will learn the regulations pertaining to fall protection, and will be able to identify the need for fall protection and the proper use of protective equipment.

Prerequisite: None

Length of Course: 1 hour

(STA-74) Safety Module 1, Rethinking Work Procedures

Module 1 will explain the safety program and the structure of the CF Safety Program. It will cover safety responsibilities, attitudes, safety forms and safety meetings. There will also be a brief overview of hazard control that will lead up to Module 2. Class size is limited to 25 attendees.

Prerequisite: None

Length of Course: 1 hour

Provided by: CF Safety Trainer

(STB-74) Safety Module 2, Hazard Assessment

Module 2 will cover definitions, descriptions and a discussion of the major hazard groups. There will also be a Hazard Assessment group exercise. A brief overview of PPE on use and limitations will be discussed. Class size is limited to 25 attendees.

Prerequisite: None

Length of Course: 1.5 hours

Provided by: CF Safety Trainer

(STC-74) Safety Module 3, Job Briefing

This module will describe a job-briefing and how to conduct one. There will be a class exercise on assessing a job-site, controlling hazards, determining if PPE is necessary and conducting a job-briefing. Class limited to 25 attendees.

Prerequisite: Safety Modules 1 (STA-74) and 2 (STB-74)

Length of Course: 1 hour

Provided by: CF Safety Trainer

(STD-74) Safety Module 4, Personal Protective Equipment (PPE)

This module has in-depth discussion of PPE and a more in-depth discussion of Hazard Assessment from Module 3. Employees will be taught to determine what PPE should be required for various situations and will determine the proper fit, removal, and upkeep of various PPE used in Campus Facilities. Class size is limited to 25 attendees.

Prerequisite: Safety Modules 1 (STA-74), 2 (STB-74), and 3 (STC-74)

Length of Course: 1.5 hours

Provided by: CF Safety Trainer

(ST-85) Coping With Limited Resources

None at this time.

(ST-88) Ergonomics

Participants will learn the basic risk factors as they relate to muscular skeletal disorders. Proper posture lifting and body mechanics will be discussed in this class.

Prerequisite: None

(ST-89) Flammable Liquids

Participants will learn how to safely handle and store flammable liquids.

Prerequisite: None

Length of Course: 1 hour

(ST-93) Laboratory Safety for Trades

Participants will be able to identify the hazards of working in or near laboratories. They will also learn campus and Campus Facilities' policies pertaining to working in laboratories.

Prerequisite: None

Length of Course: 1 hour

(ST-95) Machine Guarding

Participants will learn when machine guarding is necessary and machine guarding techniques.

Prerequisite: None

Length of Course: 1 hour

(ST-101) Respiratory Protection Standard

Participants will learn Campus Facilities respirator policies and procedures. They will learn the limitations of and maintenance and cleaning of respirators.

Prerequisite: None

Length of Course: 2 hours

(ST-110) What's Going On In Construction

This update will be provided by outside contractors.

Prerequisite: None

Length of Course: 1 hour

(ST-111) Pneumatic Power Tools – Jackhammer

This course covers the safe use of Jackhammers, and the hazards and precautions of pneumatic tools (powered by compressed air at pressures of up to 90 psi). Pneumatic impact tools include riveting guns, nail guns, chipping hammers, and Jackhammers. This hands-on class covers hazards, work preparation, use, personal protective equipment, daily maintenance, and operation of the tool. Class size is limited to 12 attendees.

Prerequisite: None

Length of Course: 1 hour

Provided by: CF Safety Trainer

(ST-113) Bucket Truck Training

Covering 30-foot and 60-foot bucket trucks, this safety class includes hydraulic safety, pre-trip inspection and operational checks, and safe operating procedures.

Prerequisite: None

Length of Course: 2 hours

(ST-114) Safety Audit Training

Participants will identify hazards in areas that are being audited, and will learn how to eliminate the recognized hazards.

Prerequisite: None

(ST-136) Confined-Space Entry Initial Training

This class provides the safety and technical knowledge needed for confined-space entry. This class is the initial training course for this subject, and is required for all employees that will enter permit-required confined spaces.

Prerequisite: None

Length of Course: 4 hours

(ST-206) Aerial Work Platforms

This class combines genie lift, aerial boom, and scissor lift. This is a safety training class on how to properly use this equipment. Training will be both classroom and hands-on training.

Prerequisite: None

Length of Course: 4 hours

(ST-223) First Aid

American Red Cross First Aid

(ST-300) Lead Awareness

Lead Ancillary Awareness. Includes lead health hazard information; MU operational lead information; Missouri Department of Health contacts, website and resources.

Prerequisite: None

Length of Course: 2 hours

(ST-304) Back Training

Covers techniques in proper lifting and twisting. Instructors provide exercises, as well as a brief description of the spine and how improper lifting can cause serious back problems. This class is provided by the MU Department of Physical Therapy.

Prerequisite: None

Length of Course: 1 hour

(ST-315) Annual Hearing Conservation Training

Annual hearing conservation training that covers OSHA requirements for noise and hearing protection.

Prerequisite: None

Length of Course: .5 hours

(ST-317) Asbestos Lifo Certification

This class is designed by Environmental Health and Safety for maintenance personnel. Participants will learn the proper techniques for removing intact floor tile. The limitation and rules for this program will also be discussed.

(ST-320) Chemical Materials for Ancillary Workers

This training class provides hazardous materials training to ancillary workers.

Prerequisite: None

Length of Course: 1 hour

(ST-322) Advanced Bloodborne Pathogens/Hands-On

This is a class designed for employees whose job description requires them to clean up bloodborne pathogens. Instruction will provide hands-on training and principles to follow to ensure employee safety.

(ST-323) Emergency Plan

Learn about Campus Facilities' Emergency Plan for disaster preparedness.

Prerequisite: None

Length of Course: 1 hour

(ST-330) Bloodborne Pathogens

This is an awareness class for employees to learn the hazards of bloodborne pathogens and how to protect themselves from exposure. This group of employees is considered low-risk.

Prerequisite: None

Length of Course: 1 hour

(ST-331) Narrow Aisle Forklift (EMO)

This training is specialized training for narrow-aisle forklifts.

Prerequisite: None

Length of Course: 4 hours

(ST-500) Hearing Test

Hearing Conservation Program requirement.

Prerequisite: Must take ST-315

Length of Course: 2 hours

(ST-700) Annual Classroom Fire Training

Learn how to prevent fires. Participants will learn the physical nature of fires and identify the proper extinguishing agent, and when and how to use portable fire extinguishers.

Prerequisite: ST-41 Hands-on Fire Extinguisher Training

Length of Course: .5 hours

(ST-703) Accident Reporting for Supervisors

This is a supervisor training class on how to report accidents, how to use the revised form, and an update on Workers Compensation and how it can affect your employee.

Prerequisite: None

Length of Course: 2 hours

(ST-702) Animal Ancillary Worker Awareness Training

Learn the hazards of working with animals. You will learn the basics of the Occupational Health and Safety Programs by experts in the field from the Animal Research group at the University of Missouri. This class is required for anyone that has indirect contact with research animals.

(ST-703) Accident Reporting for Supervisors

This is a Supervisor training class on how to report accidents, how to use the revised form, and an update on Workers Compensation and how it can affect your employee.

(ST-707) Bloodborne Pathogen (Raw Sewage Systems)

This training is directed towards employees that work in or with raw sewage systems. Examples of employees that need this training are pipefitters, Facility Operations – Custodial SWAT team and plumbers.

Prerequisite: None

Length of Course: 1 hour

(ST-708) Bloodborne Pathogens for Custodians

This training is directed toward employees that do custodial work.

Prerequisite: None

Length of Course: 1 hour

(ST-717) Magnetic Resonance Imaging (MRI) Ancillary

Participants will be able to identify the hazards of working near magnetic resonance imaging machines.

Prerequisite: None

Length of Course: 1 hour

Provided by: MU Environmental Health & Safety per its requirements

(ST-718) Electrical Shock

Prerequisite: None

Length of Course: 8 hours

(ST-720) Air Line Respirator

Prerequisite: ST-101

Length of Course: 2 hours

(ST-721) Personal Protective Equipment

Prerequisite: None

Length of Course: 1 hour

(ST-722) Job Hazard Analysis

Prerequisite: None

Length of Course: 1 hour

(ST-729) ISA

For employees in the Arborist job title. This training conforms to the International Society for Arboriculture program for certification as an arborist and continuing education to maintain this certification. Topics include the professional standards and practices in the care of trees as well as the safety standards for workers in this classification.

Prerequisite: Either working or training as an Arborist in Campus Facilities – Landscape Services

Length of Course: TBD if working towards certification. If taken as CEU, 30 hours of ISA provided or approved training must be taken every three years to maintain certification.

Provided by: ISA or ISA approved course work

(ST-900) Heartsaver CPR/AED Electricians Certification

American Heart CPR/AED Heartsaver certification training for electricians.

Prerequisite: Electrician or other CF employees working on or near 50 volts or more electricity.

Length of Course: 4 hours

(ST-901) Heartsaver CPR/AED Certification

(old codes ST-328; ST-22; ST-222A ; ST-222) American Heart CPR/AED Heartsaver certification training for employees who are not electricians.

Prerequisite: None

Length of Course: 4 hours

(ST-902) Heartsaver CPR/AED Recertification

(old code ST-329) American Heart CPR/AED Heartsaver recertification training required annually for electricians or other CF employees working on or near 50 volts or more electricity and every other year for employees not in this category.

Prerequisite: ST-900 or ST-901

Length of Course: 2.5 hours

(ST-903) Heartsaver First Aid Certification

(old codes ST-223; ST223A and ST-23) Participants will learn adult first aid and what to do in environmental emergencies.

Prerequisite: None

Length of Course: 3.5 hours

(ST-904) Heartsaver First Aid Recertification

(old code ST-224) Participants will be recertified in first aid training.

Prerequisite: ST-903

Length of Course: 2.5 hours

(ST-905) Heartsaver/AED/First Aid Boot Camp

Specialized training provided by the Boone County Fire Department and MU Campus Facilities.

Prerequisite: None

Length of Course: 3.5 hours

(ST-906) Heartsaver First Aid Recertification for Electricians

Participants will be recertified in first aid training. This class is for electricians and other CF employees working on or near 50 volts or more electricity.

Prerequisite: ST-900

Length of Course: 2.5 hours

First Line Supervisor Training List of Course Offerings

[Johnson Controls Courses Web site](#)

Mandatory Courses

Course Creator:

1. Fostering Empowerment and Accountability	MTI
2. Improving Employee Performance Through Coaching	HRS
3. Fair and Effective Discipline	HRS
4. Leading with Integrity	MTI
5. Handling Conflict Constructively	MTI
6. Performance Management	HRS
7. Preventing and Responding to Sexual Harassment (ONLINE).....	HRS
8. Employment Laws & Policies - Discrimination	HRS
9. Interviewing and Selecting Employees	HRS
10. Employment Laws & Policies - FMLA	HRS
11. Employment Laws & Policies - FLSA.....	HRS
12. Safety for Leaders – Campus Facilities.....	CF
13. Safety for Administrative Supervisors	CF

Optional: (selected by employee)

1. Oral and Written Communications.....	MTI
2. Embracing Organizational Change	MTI
3. Budget Management and Fiscal Responsibility.....	HRS
4. Dealing with Stress.....	MTI
5. Violence in the Workplace	HRS

First Line Supervisor Training

Mandatory/Core Courses

(SS-100) Fostering Empowerment and Accountability

As organizations are required to do more with less, employees must be empowered to make decisions they need in order to achieve success. This course focuses on how to build an empowering environment and motivational tools to empower your employees to take on more and more responsibility for their own work lives. Learn how to create a work team that can realize their full potential through leadership, effective delegation, motivation, and accountability.

Prerequisite: CF Supervisor

Length of Course: 3.5 hours

(SS-101) Handling Conflict Constructively

People are like puzzle pieces: Each one is different. These differences in people can often result in unique, creative solutions to problems that arise at work. Building on one another's ideas and combining constructive efforts can lead to positive, productive outcomes. However, these same differences can also escalate into conflicts when: heavy workloads lower people's tolerance levels; people make assumptions about the motives behind the actions of others; people have opposing goals or opposing views on an issue. This session will explore your role in keeping the differences constructive and how to effectively resolve conflict when differences escalate.

Prerequisite: CF Supervisor

Length of Course: 3.5 hours

(SS-102) Fair and Effective Discipline

Effective and ongoing discipline can protect organizations, supervisors, and employees. When discipline is properly carried out consistent with compliance requirements, challenges are often resolved before they get out of hand. Employee discipline and discharge can be a stressful matter. Add to this the legal ramifications associated with the process, and it's easy to see how mistakes can be made. In this session, supervisors will learn the process of how to properly discipline and discharge employees.

Prerequisite: CF Supervisor

Length of Course: 3.5 hours

(SS-103) Improving Employee Performance through Coaching

This session examines the roles of coach, counselor and mentor. These roles are very important to supervisors if they want to successfully increase productivity and ensure high performance from staff. You will explore tools and techniques that will help you close gaps in employee performance and alter work habits that can have adverse consequences on customers, peers, and the organization. This session equips participants to assess performance, facilitate problem solving, develop improvement plans, offer positive reinforcement, and conduct effective improvement discussions.

Prerequisite: CF Supervisor

Length of Course: 3.5 hours

(SS-104) Performance Management

In November 2000, the MU Performance Management Task Force recommended, and Chancellor Wallace approved, that a consistent performance management process be utilized across campus. While 80 percent of MU departments conduct employee appraisals, performance management is much more than an employee appraisal. This includes developing job tasks and competencies, performance standards, conducting evaluations, incorporating training and follow-up for employees' continued development and recognizing the importance of performance management as an ongoing process.

Prerequisite: CF Supervisor

Length of Course: 3.5 hours

(SS-105) Leading with Integrity

Why do we view some leaders as trustworthy and principled while others are seen as unfair, untrustworthy, and dishonorable? This session examines the personal values and characteristics at play as business leaders make good ethical decisions. Learn a model for making sound, ethical decisions when faced with challenging and conflicting dilemmas. This is a highly interactive session using case studies to work through the tough decisions you face in today's working environment.

Prerequisite: CF Supervisor

Length of Course: 3.5 hours

(SS-106) Interviewing and Selecting Employees

Organizations are comprised of three components: their product or service, their financial assets, and their employees. The selection of highly motivated employees and the retention of trained, skilled employees are critical to the success of any organization. In this course you will learn effective recruiting strategies, how to ensure that your selection systems are legally compliant, and methods for helping to reduce new employee turnover.

Prerequisite: CF Supervisor

Length of Course: 3.5 hours

(SS-107) Safety for Leaders

The National Safety Council reports that 88 percent of all workplace accidents are caused by unsafe work practices. This course will help you develop a culture for creating a safe workplace. You will also receive a clear and concise explanation of your responsibilities concerning employees' safety and the relative OSHA standards. University policies on hazards, workplace injuries, and workers' compensation will also be covered. Come to this class and learn about how safety starts with you.

Prerequisite: CF Supervisor

Length of Course: 2 hours

(SS-108) Safety for Administrative Supervisors

This class is directed toward safety in the office environment. Topics include accountability and worker compensation issues.

Prerequisite: CF Supervisor

Length of Course: 2 hours

(SS-109) Preventing/Responding to Sexual Harassment Concerns

With recent legal changes and the ever-increasing need to confront sexual harassment issues in the workplace, the challenges to comprehensive training have grown. This session uses real-world situations and scenarios to help supervisors understand and stop sexual harassment behavior. MU's policy on sexual harassment will be reviewed, and we will explore supervisory techniques for preventing inappropriate workplace behavior. We will also cover the specific steps to properly handle a sexual harassment complaint.

Prerequisite: CF Supervisor

Length of Course: 3.5 hours

(SS-110) Legal Responsibilities of Supervisors

(Discrimination/Violence/ADA/USERRA/EEO/FERPA/etc.) This course will address how to maintain a positive, discrimination-free work place. Topics covered will include how to identify and prevent discrimination, harassment and/or retaliation related to employees in protected categories (e.g., race, color, religion, sex, sexual orientation, national origin, age, disability, and persons who have or are serving in the military). The course will include a number of practical examples to assist supervisors in providing equal opportunity for employees and applicants.

Prerequisite: CF Supervisor

Length of Course: 3.5 hours

(SS-111) Legal Responsibilities of Supervisors

Family Medical Leave Act (FMLA) The Family Medical Leave Act and University policies will be discussed. Employees will learn signs to look for that will help determine if FMLA may be required; how to ensure employees are eligible for and receive this benefit; and the legal implications of the FMLA.

Prerequisite: CF Supervisor

Length of Course: 3.5 hours

(SS-112) Legal Responsibilities of Supervisors

Fair Labor Standards Act (FLSA) This course will cover Federal and State minimum wage, shift differential, hours worked, and overtime. Other topics include compensatory time, call-in call-back and standby pay, travel time, recordkeeping, timesheets, volunteers, employment of minors, and exemption status.

Prerequisite: CF Supervisor

Length of Course: 3.5 hours

(SS-113) Effective Oral and Written Communications

Good communication connects you with the people you interact with everyday. Whether spoken or written, your ability to effectively communicate helps you to build effective working relationships by meeting the personal needs of the people involved and the practical needs of the discussion. This session explores the interpersonal communication process in depth, from encoding messages, listening, and decoding messages, to providing effective feedback. This session will help participants sharpen both their written and verbal communication skills to maximize understanding and minimize confusion and ambiguity.

Prerequisite: CF Supervisor

Length of Course: 3.5 hours

(SS-114) Embracing Organizational Change

As we say about the weather: “If you don’t like the way things are today, just wait till tomorrow.” For years, change has been the only constant, and from the looks of things, will probably remain that way. And if it’s not happening directly to you, it’s happening to your neighbor. The most difficult task many of us will ever undertake is adapting to change. This workshop will teach the skills that can help you and others in your organization adapt to change.

Prerequisite: CF Supervisor

Length of Course: 3.5 hours

(SS-115) Budget Management and Fiscal Responsibility

This course will explore the financial systems of the University and provide specific hands-on activities with MU policies and procedures.

Prerequisite: CF Supervisor

Length of Course: 3.5 hours

(SS-116) Dealing with Stress

Stress management in the workplace requires more than helpful tips. We’re pulled in multiple directions. The line between work and personal life is blurred. As a result, the consequences of stress in the workplace come from what is happening to each of us both on and off the job. Through highly interactive learning, participants will learn stress management training tools. As supervisors learn how to deal with their own stress, organizational skills will be improved so that fewer things “fall through the cracks.”

Prerequisite: CF Supervisor

Length of Course: 3.5 hours

(SS-117) Legal Responsibilities of Supervisors – Violence in the Workplace

The University of Missouri strives to provide a safe and secure work environment for all employees. This session will provide supervisors with practical suggestions and necessary tools for identifying risk factors for violence, reducing the potential for workplace violence, and responding to violent incidents. We will highlight relevant University policies, review supervisory responsibilities and identify available resources for handling intimidation, abuse, threats and acts of violence by employees, vendors, customers or unknown third parties.

Prerequisite: CF Supervisor

Length of Course: 3.5 hours

(SS-12) How to Conduct Building-Performance Inspections

This course provides information and techniques needed to accurately conduct audits of buildings. Instruction includes: determining audit requirements and resources needed; developing audit procedures and protocols; selecting benchmark criteria; and verifying building performance.

(SS-31A) Team Leader Part 1

The role of the Team Leader: Management's expectations of team leaders: decision-making authority, managing additional responsibilities of projects, coordinating work of team members, providing employee performance information to supervisors.

Prerequisite: Team Leader Job Classification

Length of Course: 3 hours

(SS-31B) Team Leader Part 2

Project Management: Work planning: job design, staffing and placement, work flow, employee performance, motivation.

Prerequisite: Team Leader Job Classification

Length of Course: 3 hours

Technical Skills

(TS-1) Learning about New Technology, Products and Services

This course provides employees with information on new technology, developments, trends, regulatory changes and other information relevant to their particular Campus Facilities department.

Prerequisite: None

Length of Course: 1 hour

Provided by: MU Campus Facilities, University of Missouri or vendor

(TS-2) Building (BOCA) and Life Safety (NFPA) Codes

This course provides attendees with instruction in both the Building Officials and Code Administrator's and National Fire Prevention Association's life safety codes as they relate to Campus Facilities. Learn what is necessary for a facility to be in compliance with these codes and gain an overview of the codes themselves. Updates to these standards and a discussion of how the Americans with Disability Act (ADA) relates to these codes are also included.

Prerequisite: None

Length of Course: 8 hours

Provided by: Outside training provider

(TS-3) Fire Alarm Systems

Learn the fundamentals of fire alarm systems. Instruction includes updates on current fire codes; hands-on exercises, code applications; fire alarm signal stations; selecting fire alarm systems and components; and inspecting, testing and maintaining fire alarm systems.

Prerequisite: None

Length of Course: 8 to 16 hours (one- or two-day course option)

Provided by: National Fire Protection Association

(TS-4) Building and Equipment Warranties (Manufacturer, Contractor and Campus Facilities Service Providers)

Learn the principles, limitations and requirements of building and equipment warranties. Instruction includes judging warranties; costing procedures; and managing and implementing warranties, including making claims on the warranty.

Prerequisite: None

Length of Course: 4 hours

Provided by: University of Missouri or Outside training provider

(TS-5) How to Write Specifications

This course gives an overview of the various types of construction specification formats and styles. Topics include: differences between writing construction and procurement specifications; the current types of automated systems; using a variety of specification writing formats and styles.

Prerequisite: None

Length of Course: 8 hours

Provided by: Outside training provider

(TS-6) How to Conduct and Manage Inventories

Learn to conduct effective inventories. Topics include: department planning and setup; procedures for entering information and restocking; inventory controls; verifying the accuracy of an inventory; and using Maximo.

Prerequisite: None

Length of Course: 3 hours

Provided by: University of Missouri (Procurement/Materials Management)

(TS-7) Preparing and Executing Change Orders

Learn to prepare and execute change orders. Instruction includes managing the change-order process; minimizing the likelihood of change orders through pre-project study processes; preparing change orders; and discussing the University of Missouri's Procurement/Materials Management change order guidelines; and using the change order request form.

Prerequisite: None

Length of Course: 3 hours

Provided by: MU Campus Facilities

(TS-9) Current Industry Standards and Trends

Combined with TS-1

(TS-11) How to Read Construction and As-Built Drawings

Combined with TS-10 (CF Archive Training Catalog)

(TS-12) How to Operate Custodial Equipment

This course provides hands-on instruction in operating and maintaining floor machines — burnishers, wet vacuums, auto scrubbers and other equipment used to retrieve water from floors and carpets. The proper care of battery-operated equipment is also covered. Attendees are tested on course material and, upon the successful completion of the course, awarded a certificate.

Prerequisite: None

Length of Course: 3 Hours (three one-hour sessions)

Provided by: Facility Operations – Custodial & Special Services

(TS-13) Training in Advanced Floor Care

This course, for employees experienced with standard floor machines and water retrieval systems, covers scrubbing, recoating, stripping and the refinishing of floor surfaces. Instruction includes the hands-on stripping of a floor; discussions of special challenges in floor care project work; and a video presentation.

Prerequisite: Previous experience with standard floor machine and water retrieval system.

Length of Course: 3 hours (one-hour classroom, two-hour workshop)

Provided by: Facility Operations – Custodial & Special Services

(TS-14) How to Clean and Maintain Carpets

This two-day, intensive training course in carpet care includes: carpet types and characteristics; carpet maintenance and cleaning; spot and stain removal; and developing a carpet-maintenance program.

Prerequisite: None

Length of Course: 16 hours

Provided by: Outside training provider

(TS-16) Basic Custodial Certification

This program, primarily designed for custodians new to Facility Operations – Custodial & Special Services, covers the theory and practice of custodial procedures, including: safety; the chemistry of cleaning; cleaning procedures; and basic floor-care skills. Attendees are tested on course material and, upon the successful completion of the course, awarded a certificate.

Prerequisite: None

Length of Course: 10 hours (10 one-hour sessions)

Provided by: Facility Operations – Custodial & Special Services

(TS-19) Protective Relay Maintenance and Coordination Training

This course provides instruction in protective relay maintenance and coordination of protective devices. The course covers such topics as: testing and calibrating relays; operation of test equipment; performing field tests; selecting fuses; breakers and relays; and basic principles of operation. Learn to select and set various types of protective schemes, including that of a generator.

Prerequisite: Experience working with medium- and high-voltage circuit breakers

Length of Course: 36 hours

Provided by: Outside training provider

(TS-20) Maintenance and Repair of Cooling Towers

Part One of this course covers both maintenance and repair of cooling towers. Learn proper maintenance procedures for cooling towers; troubleshooting problems; various cleaning techniques; and cooling operations water-treatment options. Part Two of this course provides a general overview of water chemistry and water treatment of cooling towers.

Prerequisite: None

Length of Course: Part One – 2 hours; Part Two - Nine sessions – one hour each

Provided by: Campus Facilities – Energy Management or Vendor

(TS-23) Johnson Controls Metasys Training

These courses, provided by Johnson Controls, give attendees the skills and knowledge regarding the application and implementation of Johnson Controls. Follow link: http://www.johnsoncontrols.com/publish/us/en/products/building_efficiency/resources/johnson_controls_institute0/courses.html

(TS-24) Tab Certification (Testing, Adjusting, Balancing, Certification)

This course covers training in the fundamental skills necessary for Test and Air Balance (TAB) certification. Material includes testing, adjusting, balancing and building all types of environmental systems. Also covered is information relating to automatic control systems and system design. This course is designed in accordance with the National TAB Certification Board (NTCB).

Prerequisite: None

Length of Course: 16 hours

Provided by: Outside training provider

(TS-27) How to Splice and Terminate Fiber Optic Cables

Learn the techniques of maintaining fiber optic cabling. This course covers terminating and connecting fiber optic cables, using fiber optic test equipment and hands-on experience in recognizing the various types of fiber optic cable and network connections. Attendees will learn about 802.3Z (Gigabit Ethernet), PBX, FDDI, CATV, along with other specifications and applications of fiber optic cable. Network design — in respect to physical layout and environmental considerations — is also covered. The course is not vendor specific and meets ANSI/EIA/TIA/NEC standards.

Prerequisite: None

Length of Course: 24 hours

Provided by: Outside training provider

(TS-29) How to Maintain and Troubleshoot Electronic Circuitry for HVAC Systems

A comprehensive course on the control equipment of HVAC systems. Instruction includes: theory and implementation of electronic controls; troubleshooting solenoids; contacts; single- and multiple-phase motors; relays; and reading schematics and ladder diagrams.

Prerequisite: None

Length of Course: 3 Hours

Provided by: MU Campus Facilities or Outside Training Provider

(TS-30) How to Maintain and Troubleshoot Variable Frequency Drives for Pumps and Air Handler Motors

This hands-on course examines variable-speed-drive technology. Instruction includes: theory and operation; its applications; maintenance; and troubleshooting.

Prerequisite: None

Length of Course: 8 hours

Provided by: Outside training provider

(TS-32) Installation, Testing and Calibration of Electric Meters

Basic This course, primarily for Campus Facilities – Energy Management workers, provides training in the principles, applications, installation and troubleshooting of electric meters. Instruction includes the types and designs of electric meters, safety issues and troubleshooting procedures. Single-phase applications, polyphase applications and reactive metering are covered, along with field testing and the related equipment used for field testing, current diversion and current theft, demand recording, and electronic registers.

Prerequisite: None

Length of Course: 24 hours

Provided by: Outside training provider

(TS-32) Installation, Testing and Calibration of Electric Meters Advanced

This course provides advanced information and training in the theory, applications, installation and troubleshooting of electric meters. Topics covered will include review of three-phase meter hook-ups; meter pulse constraints; circuit analyzer and diversion metering; transformer hook-ups; and solid state meter testing.

Prerequisite: TS-32 Basic Course

Length of Course: 24 hours

Provided by: Outside training provider

(TS-33) Power Plant Operation Training Series (Operator Trainees)

This computer-based interactive training series for operators and operator trainees provides the following training: boiler operation; basic chemistry principles; compressors; basic diagrams and symbols; electrical equipment; environmental protection; equipment lubrication; heat exchangers; industrial math basics; instrumentation and controls; plant operations; operator responsibilities; piping and auxiliaries; plant science; power plant operations; pumps; turbines; valves; and water treatment.

Prerequisite: Power Plant Operator and Operator Trainee

Length of Course: 2 years

Provided by: Williams Learning Network CD ROM

(TS-33) Power Plant Operation Training Series (For Utility Attendants)

This computer-based interactive training series for utility attendants provides the following: boiler operations; environmental protection; industrial math basics; basic principles of plant science; power plant operations; pumps and valves. The utility attendant will learn principles of boiler operations; boiler types; operating conditions; heat transfer; and other related topics.

Prerequisite: Power Plant Operator and Operator Trainee

Length of Course: 6 months

Provided by: Williams Learning Network CD ROM

(TS-38) Instrumentation Calibration and Maintenance (Advanced)

This class provides attendees with advanced knowledge of and training in controls. Topics covered are: basic control concepts and components of instrumentation calibration; preventive maintenance, including individual pneumatic controls and their application. *The second class, Course 350, Metasys Facility Operators, is described in training course number TS-23.*

Prerequisite: Advanced knowledge of controls

Length of Course: Course 302 -24 hours;

Provided by: Johnson Controls Institute

(TS-39) Machinery Lubrication Methods and Practices (Energy Management)

This course, primarily for the CF – Energy Management worker, teaches procedures and practices for maintaining and troubleshooting machinery lubrication. Topics include lubricants and their selection; diagnosing lubrication problems; and the lubrication of EM machinery, such as conveyors; fans, gear boxes, and pumps.

Prerequisite: None

Length of Course: 4 hours

Provided by: CF – Energy Management or outside training provider

(TS-41) Steam Trap Maintenance and Applications

This vendor-specific course provides instruction on the maintenance of steam traps and their use. Topics covered include principles and operations of steam traps; procedures for maintaining steam traps; and safety precautions with steam traps. This course is vendor specific.

Prerequisite: None

Length of Course: 4 hours

Provided by: Vendor

(TS-47) Learn About Absorption Chillers

This course provides a basic introduction to absorption technology. Instruction covers the absorption cycle; installation and controls; pneumatic and electronic; operation and maintenance; and logging and analysis.

Prerequisite: None

Length of Course: 4 hours

Provided by: Vendor

(TS-48) How to Rig and Lift Equipment (Energy Management)

Learn to properly rig and lift equipment. Course material covers the rigging and lifting of equipment. Instruction includes the proper hook and hoist; load considerations; the use of signals; inspection of equipment; and spotting potential problems. Course material is tailored to equipment used by CF – Energy Management, such as turbines and pipe.

Prerequisite: None

Length of Course: 1 hour

Provided by: CF – Energy Management

(TS-48) How to Rig and Lift Equipment (FO-Maintenance and Construction Services)

Learn to properly rig and lift equipment. Course material covers the rigging and lifting of equipment. Instruction includes the proper hook and hoist; load considerations; the use of signals; inspection of equipment; and spotting potential problems. Course material is tailored to equipment used by Facility Operations – Maintenance and Planning, Design & Construction – Construction Services.

Prerequisite: None

Length of Course: 1 hour

Provided by: MU Campus Facilities or MU Environmental Health & Safety

(TS-49) How to Splice and Terminate High Voltage Cable

This course covers the processes of splicing and terminating high voltage cables. Instruction includes identifying specific types of high voltage cable, their insulation, shielding, jacketing and wire characteristics; special classes of termination; the role of stress control; grounding terminations; and environmental factors. Instruction also includes high potential testing; go- no-go testing; calculating test results; splicing cable without terminating the power supply; and advances in technologies and techniques that speed up repairs.

Prerequisite: None

Length of Course: 8 hours

Provided by: Outside training provider

(TS-52) Basic Electrical Wiring

This course provides basic information and procedures for working with electrical wiring. Instruction includes: electrical safety; national and local electric codes; licensing requirements and procedures; circuit principles; connecting wiring; testing circuits; test equipment ratings; troubleshooting; smoke detectors; low voltage systems; and transformers.

Prerequisite: None

Length of Course: Two sessions, 3 hours each

Provided by: University of Missouri and Columbia Area Career Center

(TS-53) Steam and Condensate Systems

This course provides instruction in the operation of steam and condensate systems. Topics include design and implementation principles of steam and condensate systems; the use of valves; expansion joints; the function of condensate traps; types of pipe; pipe insulation; and installation consideration.

Prerequisite: None

Length of Course: 3 hours

Provided by: CF – Energy Management

(TS-54) Maintaining Circuit Panels and Breakers

Learn how to maintain, clean and troubleshoot circuit panels and breakers. Topics include: electrical circuit theory; breaker testing; cleaning contacts and busbars; and applicable electrical codes.

Prerequisite: None

Length of Course: 1 hour

Provided by: Outside training provider

(TS-55) Packing, Cleaning and Repacking Valves

This course provides instruction in servicing valves. Topics include: types and styles of valves; cleaning valves; rebuilding valve seats; rebuilding and repacking the valve assembly; servicing valves that rely on pneumatic or electronic control; and troubleshooting.

Prerequisite: None

Length of Course: 1 hour

Provided by: Manufacturer

(TS-56) Refrigeration (Basic)

This course covers refrigeration theory, and includes hands-on experience with basic refrigeration devices. Instruction includes: principles and mechanics of heat extraction; implementing refrigeration devices; and the role of compressors, coils, and controls.

Prerequisite: None

Length of Course: 27 hours (42 weeks, 9 classes)

Provided by: Columbia Area Career Center

(TS-60) Installing Steam and Condensate Piping

This course provides the principles of steam and condensate piping; installation; insulation and slope; trapping and hanging; valves; pressure relief valves; and sizing.

Prerequisite: None

Length of Course: 2 hours

Provided by: CF – Energy Management

(TS-61) How to Apply Pipe Insulation

This course covers the basics of pipe insulation. Attendees will learn the design principles behind pipe insulation, the correct application of pipe insulation and conducting minor repairs.

Prerequisite: None

Length of Course: 2 hours

Provided by: MU Campus Facilities

(TS-63) Pipefitting Fundamentals

This review course includes instruction on tools; fittings; gasket materials; design installation; types of pipes; valves; joints; hangers; and pipe threading procedures.

Prerequisite: None

Length of Course: 4 hours

Provided by: MU Campus Facilities

(TS-66) Maintaining and Repairing New Roofs

This vendor-taught course provides instruction in new roofs, such as: modified-asphalt, PVC, coal-tar-pitch, or standing-seam-metal roofing. Topics include; design specification of roofing materials; installation; durability factors; and repair procedures.

Prerequisite: None

Length of Course: 3 hours/class - Variety of Vendors and Classes

Provided by: Vendor

(TS-67) Preventive Maintenance of Motors, Pumps, Gear Boxes, Fans, etc.

This course provides instruction in the qualities of various lubricants; lubricating bearings; identifying bearing wear, maintaining alignment and belt tension; and troubleshooting various motors.

Prerequisite: None

Length of Course: 4 hours

Provided by: Outside training provider

(TS-68) Basic Theory and Maintenance of Pneumatic Controls

This course covers the theory and operation of pneumatic controls; their application; and compares pneumatic and electronic controls.

Prerequisite: None

Length of Course: 3 hours

Provided by: Outside training provider

(TS-69) Basic Theory of Electronic Instrumentation and Controls (Energy Management)

This course provides an overview of the theory of electronic instrumentation and controls. Topics include control theory; types of controls; the control loop; the application and function of various electronic controls; design requirements; and comparisons between electronic and pneumatic controls.

Prerequisite: None

Length of Course: 3 hours

Provided by: Outside training provider

(TS-70) Basic HVAC Principles

This course covers the HVAC system principles and design. Instruction covers the fundamentals of air distribution systems; components of HVAC installations; design; dampers; controls; outlets; types and functions of filters; types of pressure; energy in the system; heat transfer; and HVAC terminology.

Prerequisite: None

Length of Course: 3 hours

Provided by: Campus Facilities or outside training provider

(TS-71) Training on the Use of Electric Test Equipment (FO-Maintenance)

This course provides instruction in the use of electric test equipment. Topics include the voltmeter; ohmmeter — other electric test equipment — and the operation, maintenance, and troubleshooting of this equipment.

Prerequisite: None

Length of Course: 8 hours

Provided by: Facility Operations – Maintenance or outside training provider

(TS-72) Basic Horticulture Training

This course covers a wide variety of horticulture topics. Instruction includes safety; plant identification; maintenance of plants, such as pruning and planting; pest identification; mulching; and other plant-care topics.

Prerequisite: None

Length of Course: 2 hours a month

Provided by: CF – Landscape Services

(TS-78) Plant and Shrub Identification

This course provides instruction in the seasonal recognition of common species of trees and shrubs on campus.

Prerequisite: None

Length of Course: 2 hours

Provided by: CF – Landscape Services

(TS-79) Uniform Hand Signals for Cranes and Heavy Equipment

Learn the uniform hand signals used by those working near or directing heavy equipment and cranes, in order to avoid accidents.

Prerequisite: None

Length of Course: 2 hours

Provided by: Outside training provider or MU Environmental Health & Safety

(TS-80) Architecture/Engineering Continuing Education Credits

(This is a measurement system - not a course).

(TS-81) Design of Lighting Systems

This course covers basic design of lighting systems with an emphasis on commercial and industrial applications. Learn the schematic design process for both interior and exterior lighting; become familiar with the range of available lighting sources and fixtures; and learn the application of life-cycle costing to both traditional and current lighting systems. Practical field principles and considerations will be emphasized. This course assumes no formal training in electrical engineering.

Prerequisite: None

Length of Course: 16 hours

Provided by: Outside training provider

(TS-82) Design of HVAC Systems

This course provides an understanding of HVAC systems design and design requirements, and the impact of building codes. Instruction also covers the design requirements for existing and new construction; system controls; and economic and environmental concerns.

Prerequisite: None

Length of Course: 16 hours

Provided by: CF – Energy Management and CF – Planning, Design & Construction

(TS-83) Trends in Fabrics, Colors and Textures

Learn the latest trends in the interior design industry. Topics include the development by top companies of the latest in textures, colors and materials; nationwide design trends throughout the United States; and regional emphases.

Prerequisite: None

Length of Course: 3 hours

Provided by: Vendor

(TS-84) Technical Updates on Furniture

Learn the latest trends in the furniture industry. Topics include the influence — and incorporation by manufacturers — of developing information technology on the design and production of furniture.

Prerequisite: None

Length of Course: 3 hours

Provided by: Vendor

(TS-85) Project Time Management

This course explores project time management and its impact. Attendees will explore the time frames of both new construction and renovation projects and gain an understanding of the decision-making process in regard to time. Material presented covers the impact of time on project budgets, and various contractual obligations in construction agreements. Incentive clauses included in agreements will also be covered.

Prerequisite: None

Length of Course: 3 hours

Provided by: CF – Planning, Design and Construction

(TS-86) How to Schedule Construction Projects

This course provides understanding of the processes involved in scheduling construction projects. Learn to create informed and accurate schedules for construction projects, and how to manage schedules. Course content includes the Critical Path Method (CPM) of scheduling; free float versus total float; the effects of early and late starts and finishes; bar charts; progress (“S”) curves; diagram methods; and time-scaled network functions.

Prerequisite: None

Length of Course: 3 hours

Provided by: CF – Planning, Design and Construction

(TS-87) How to Estimate Construction Projects

Learn about the process of creating project estimates. This course covers various methods and techniques for estimating new construction projects and projects involving restoration and reuse. Instruction includes length of time; financial fluctuations; site issues; and unforeseen problems such as asbestos removal.

Prerequisite: None

Length of Course: 3 hours

Provided by: CF – Planning, Design and Construction

(TS-88) How to Bid and Award Construction Contracts

This course provides an overview of the bidding and awarding of construction projects. The bidding process, including pre- and post-qualifications, bid ethics, bid protests, bid irregularities, and bid evaluations, will be covered, along with structuring bid proposals to the owners' advantage. This course will review the advantages and disadvantages of construction contracts and discuss alternatives.

Prerequisite: None

Length of Course: 3 hours

Provided by: CF – Planning, Design and Construction

(TS-89) Understanding Bonds and Insurance for Construction Projects

This training course provides an overview of insurance policies required for construction work; coverage requirements; and understanding types of policies and coverage provided by bonds.

Prerequisite: None

Length of Course: 3 hours

Provided by: CF – Planning, Design and Construction

(TS-90) Understanding MU's General Conditions for Construction

This six-day course reviews and interprets the latest edition of the General Conditions for Construction. The 14 provisions reviewed include: general provisions; owner; contractor; administration of the contract; subcontractors; construction by owner or by separate contractors; changes in the work; time, payments and completion; protection of persons and property; insurance and bonds; uncovering and correction of the work; miscellaneous provisions; and termination or suspension of the contract.

Prerequisite: None

Length of Course: 8 hours

Provided by: Outside training provider

(TS-91) Understanding MU's Architectural and Engineering Agreements

This course provides an understanding of the University of Missouri's architectural and engineering agreements. Instruction includes owners' responsibilities versus architectural rights; common terminology used in agreement; the normal limits of liability on design; contract format; insurance requirements; and the determination of the fulfillment of agreement.

Prerequisite: None

Length of Course: 2 hours

Provided by: Outside training provider

(TS-92) Project Delivery Approaches

Learn to understand various project delivery approaches. This course provides attendees with an understanding of design-build construction management and the traditional approach to project delivery. Attendees will learn about project-legality; the possibility and results of losing control over the project; and the positive and negative issues regarding project-delivery approaches.

Prerequisite: None

Length of Course: 2 hours

Provided by: CF – Planning, Design and Construction

(TS-93) Value Engineering

This course covers the concept of value-engineering and when and how it is applied. Instruction includes tailoring value-engineering efforts to projects; life-cycle costing; and methods of justifying higher one-time construction costs for lower recurring maintenance costs. Instruction includes examples of actual value-engineering case studies.

Prerequisite: None

Length of Course: 8 hours

Provided by: Outside training provider

(TS-94) Structural Design for Non-Structural Engineers

This course is designed for engineers wanting information on structural design principles without rigorous mathematical derivations. Instruction includes applying loads; selecting materials; and calculating member sizes; and design components of footings, foundations, columns, beams, and floor systems. Structural requirements; equipment supports; and shear and moment diagrams are also covered.

Prerequisite: Engineering education or equivalent experience, working knowledge of trigonometry and algebra.

Length of Course: 32 hours

Provided by: Outside training provider

(TS-95) Project Budgets and Accounting

This course covers the creation of a project budget and maintaining that information along with the accounting processes used. Learn methods for maintaining financial accuracy; budgeting for objectives; and unforeseen problems and changes due to project enhancements or reductions. Also covered are accounting procedures that can be used to update project budgets and track current expenses.

Prerequisite: None

Length of Course: 3 hours

Provided by: CF – Planning, Design and Construction

(TS-96) Contemporary Issues in Planning, Design and Construction

This course provides an overview of contemporary issues confronting today's planning, design and construction professional. Topics include legal, contractual, code compliance, regulatory compliance and labor-management issues that have a significant impact on the work of facilities managers, and design and construction projects.

Prerequisite: None

Length of Course: Varies (1 to 8 hours depending upon topic)

Provided by: Training delivery varies depending upon topic

(TS-97) Emerging Issues in Planning, Design and Construction

The building technology of tomorrow must be first planned, designed and constructed by industry professionals. The rate of change in our world is rapid and facilities planners, designers and builders are required to maintain an awareness of the cutting edge of emerging technologies and industry practices. These topics will expose and train employees on these future technologies and developments.

Prerequisite: None

Length of Course: Varies (1 to 8 hours depending upon topic)

Provided by: Training delivery varies depending upon topic

(TS-98) Special Topics in Planning, Design and Construction

Special topics in planning, design and construction broaden the design-and-construction professional's horizon. Topics may include subjects that are not directly job related, but whose principles and concepts could be adapted or expanded and applied to the work performed at the University of Missouri.

Prerequisite: None

Length of Course: Varies (1 to 8 hours depending upon topic)

Provided by: Training delivery varies depending upon topic

(TS-99) Professional Development

Professional development topics apply to a broad range and class of subjects that enhance the development of the employee's career. Included in this category would be short duration lectures and seminars related to the employee's career development.

Prerequisite: None

Length of Course: Varies (1 to 8 hours depending upon topic)

Provided by: Training delivery varies depending upon topic

(TS-100) Developing Managerial Skills

This course provides for the development of an employee's managerial skills and includes topics that are not identified in the employee's training plan. Topics may include emerging issues and special topics in the management field.

Prerequisite: None

Length of Course: Varies (1 to 8 hours depending upon topic)

Provided by: Training delivery varies depending upon topic

(TS-101) Special Topics in Facilities Management

This course includes a variety of facilities management topics that directly or indirectly relate to specific job duties or general Campus Facilities functions. Seminars and lectures attended at facilities management conferences would fall into this grouping.

Prerequisite: None

Length of Course: Varies (1 to 8 hours depending upon topic)

Provided by: Training delivery varies depending upon topic

(TS-102) National Electrical Code Training

This training course provides current National Electrical Code requirements. Topics include general requirements for all electrical installations; types of wiring and protection; wiring methods and materials; equipment for general use; special occupancies and equipment; special conditions; communication systems; tables and examples; case studies and inspection of new and existing installations.

Prerequisite: None

Length of Course: 24 hours

Provided by: Outside training provider

(TS-103) National Electrical Code Training Update

This course covers changes in the 1996 National Electrical Code requirements.

Prerequisite: Previous National Electrical Code Training Course

Length of Course: 8 hours

Provided by: Outside training provider

(TS-104) Paint, Varnishes, Stains and Epoxy Technologies

Learn the new technologies in paint; paint application; color matching; tinting and mixing; spray paint techniques; stains and varnishes. Zolatone patching and painting techniques; use of epoxy; and safety procedures to take when using these products will be discussed.

Prerequisite: None

Length of Course: 1 Hour - multiple sessions

Provided by: Outside training provider

Other Training

(OT-1) Learn About Other Universities' Facilities Operations

This course, consisting of Campus Facilities lectures, guest speakers, and conferences, investigates the operations and philosophies of other facilities and physical plant departments as they relate to MU's operations.

Prerequisite: None

Length of Course: Varies

Provided by: Various delivery systems such as Lunch and Learns, Guest Speakers, etc.

(OT-2) Visit Other Universities' Campus Operations

This training program allows MU personnel, in visits to other universities, to investigate the operations and philosophies of other facilities and physical plant departments as they relate to MU's operations.

Prerequisite: Authorization

Length of Course: Varies

Provided by: MU Campus Facilities

(OT-3) Health and Wellness Awareness

This course allows attendees to establish on-the-job wellness programs. Topics include the principles of mental, physical, and social wellness.

Prerequisite: None

Length of Course: 1 hour (quarterly sessions for 2 years)

Provided by: University of Missouri Hospitals and Clinics

(OT-4) Cross Training (Developing Backup Substitutes)

This course allows attendees, through cross training, to develop backup substitutes for their positions at work. Topics include accurately describing and documenting job duties and responsibilities, and transmitting that information to other individuals who may occasionally take over your responsibilities and duties.

Prerequisite: None

Length of Course: 3 hours

Provided by: MU Campus Facilities (Training conducted by CF staff)

(OT-5) Train-the-Trainer Program (Training Skills to Teach Co-workers Technical and Non-Technical Job Skills)

Learn the technique of training others by developing your subject matter; planning your presentation; communicating with clarity and confidence, and knowing your audience. Instruction involves role playing, and skills to increase the audience's interest and participation.

Prerequisite: None

Length of Course: 2 hour classes/4 sessions

Provided by: MU Campus Facilities or outside training provider

(OT-9) Administrative Staff Lunch and Learn

This training provides a variety of topics and speakers.

(OT-10) New Employee Orientation (campus)

Provides information regarding Campus Facilities' six departments. The class includes personnel, training and safety information pertinent for new MU employees.

