



By now, you should have received the Training & Development [Summer 2017 Newsletter & Class Schedule.](#)  
 Below are summer course highlights, so please make sure to mark your calendars and sign up today!

**June 2017**

- 12 Estate Planning: Five Essential Documents PD 841
- 13 Travel Advance Process PS 309 Downtown Campus
- 15 Travel Reimbursement Process PS 310 (formerly PS 210)
- 16 & 23 Customer Service – Strategies for Demanding Situations (2 Part Series) SD 426 (Part 1 of 2)  
SD 427 (Part 2 of 2)
- 22 Administrative Support Toolbox: Human Resources Processing SD 240
- 28 Listening for Results SD 304
- 29 DiSC – Team Building/ Interpersonal Skills SU 300

**STAFF DEVELOPMENT**



Classes offered weekly at Main and Downtown Campus.

**ONLINE COURSES**



Enroll for online courses at [my.training.utsa.edu](http://my.training.utsa.edu)

**RESOURCES**



Visit [www.training.utsa.edu](http://www.training.utsa.edu) or Call Human Resources T&D at ext.4658

**NEW for Summer 2017**

- Aug 3<sup>rd</sup> Enhanced Focus to Increase Productivity SD 620
- Aug 15<sup>th</sup> Accountability: Four Steps to Personal Success Based on the Bestselling Book – “The Oz Principle” SD 619