UTRGV | Professional Education & Workforce Development

Training Catalog

Email
pewd@utrgv.edu

Website
utrgv.edu/pewd

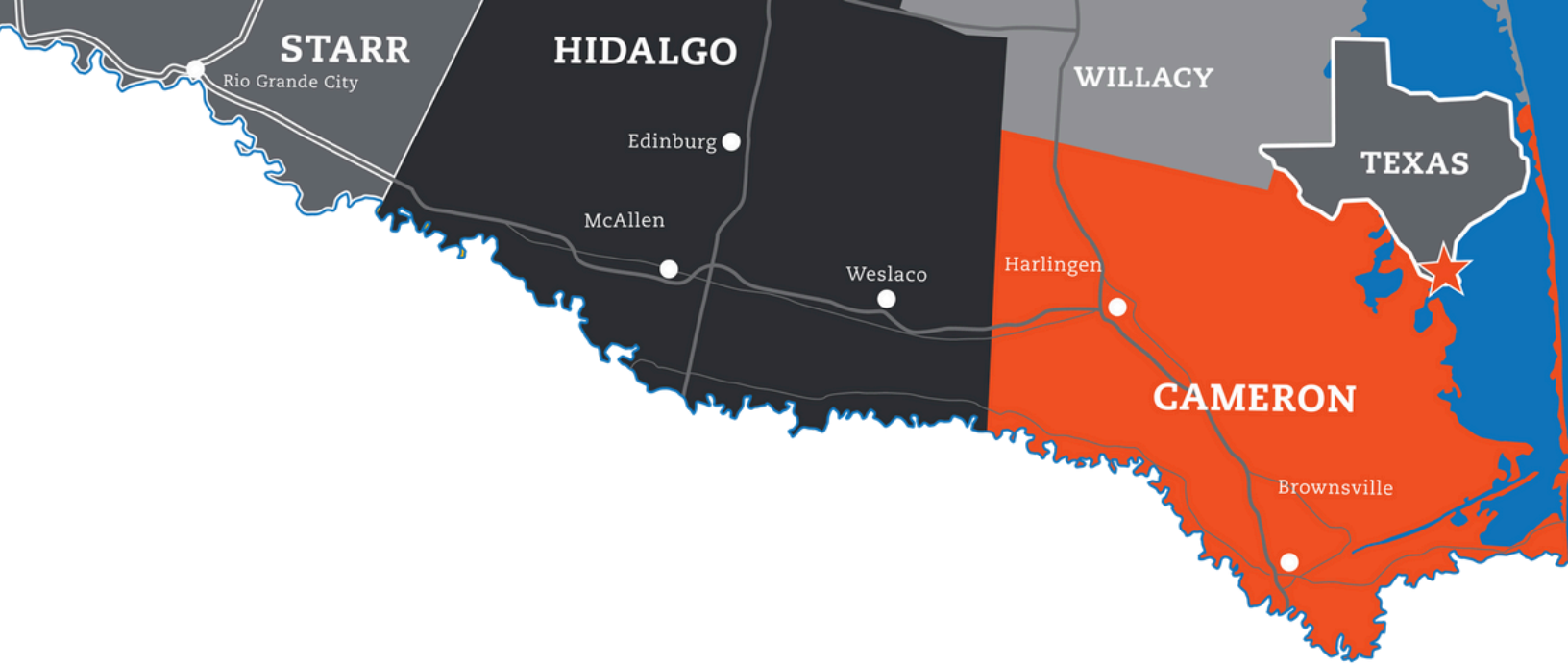


Table of Contents

3 **Mision, Values, Services**

4 **PEWD by the Numbers**

5 **Our Programs**

6 **Leadership**

8 **Operations Management**

9 **Office Skills**

10 **Data Analytics**

11 **Human Resources**

12 **English Language Programs**

13 **Customer Service**

15 **Program Management**

17 **Additional Trainings**

20 **Customized Trainings Timeline**

Our Mission

To create relevant and accessible high-quality education, industry-specific workforce development programs, and immersive English language instruction that meet the learning needs of today's professionals.

Our Values

- Innovative Learning Experience
- Exceptional Participant Experience
- Industry Relevance
- Foster a Culture of Learning

Our Services

- Customized program development and design.
- Arrangement of program venue and technology.
- Coordination with instructors.
- Distribution and access to course materials.
- Monitoring and recording of attendance.
- Certificates of completion through a digital credentialing platform.

PEWD by the Numbers

2,000+
Participants

150+
Trainings

10+
Nationalities

Our Programs

50+ Programs Available

If there is a specific training request not listed in the program catalog, please reach out and we can discuss more.

Investment will depend on number of attendees.

Modalities

- In-Person
- Online
- Hybrid

Opportunities

- Skills Development Fund
- Private Loans

Leadership
by industry and sector

Introduction to Leadership

Develop leadership skills by focusing on effective communication, managing difficult conversations, fostering teamwork, and making effective decisions.

Emotional Intelligence

Empower leaders to understand verbal and non-verbal communication, enhancing self-awareness and strategic social skills.

Conflict Management

Enhance conflict management skills, learn to diagnose and resolve disputes, develop strategies for team efficiency, and foster a collaborative work environment.

Participatory Leadership

Develop skills in participatory leadership to enhance collaborative decision-making and engage stakeholders in creating shared outcomes.

Servant Leadership

Explore the principles of servant leadership to empower teams by prioritizing their growth, well-being, and development in organizational settings.

Self-Management

Improve time management by pinpointing productivity challenges, prioritizing tasks, and optimizing team meetings using participatory leadership techniques.

Effective Feedback & Coaching

Learn to deliver constructive feedback, foster continuous improvement, and guide direct reports using coaching models and motivation theories.

Team Collaboration and Decision Making

Learn practical techniques for fostering teamwork, facilitating productive meetings, and making effective decisions.

Operations Management

Strategies for Smooth Operations

Learn to optimize workflows, manage organizational structures, implement continuous improvement strategies, and leverage record-keeping and data management for operational efficiency.

Record Keeping & Management

Master the skills to organize, manage, and protect records, ensuring precise documentation and adherence to regulatory standards.

Continuous Improvement

Discover strategies for fostering ongoing enhancements in processes and performance, focusing on iterative improvements and organizational excellence.

Office Skills

PowerPoint

Learn to design compelling presentations using PowerPoint, focusing on effective communication through visual storytelling and structured content.

Word

Master the essential features of Microsoft Word to efficiently create, format, and manage professional documents.

Excel: Beginner

Gain foundational skills in Excel, including basic functions, formulas, and data organization techniques.

Excel: Intermediate

Build on your Excel knowledge with advanced functions, data analysis tools, and techniques for creating detailed reports.

Excel: Advanced

Master complex Excel features, including pivot tables, macros, and data modeling, to perform sophisticated data analysis and automation.

Google Workspace I

Introduces key Google Workspace tools—Docs, Sheets, Slides, and Forms—for collaboration, data analysis, presentations, and feedback collection, enhancing team productivity.

Google Workspace II

Focuses on using Google Workspace tools—Drive, Meet, Calendar, and Gmail—for streamlined project management and communication.

Data Analytics

Data Management

Gain expertise in data management practices, including the organization, storage, and retrieval of data to support informed decision-making.

Descriptive Statistics

Understand and apply descriptive statistical methods to summarize and interpret data, providing a foundation for data-driven decision-making.

Data Analysis

Acquire the tools and techniques for analyzing data, transforming raw information into actionable insights to drive business strategy.

Data Visualization

Develop proficiency in data visualization techniques to represent complex data clearly and effectively, enhancing interpretability and impact.

Human Resources

Recruitment

Learn best practices in recruitment to attract, evaluate, and secure top talent aligned with organizational goals.

Employee Development

Explore strategies for employee development, focusing on training, mentoring, and career advancement to foster organizational growth.

Employee Relations

Understand the dynamics of employee relations, focusing on conflict resolution, communication strategies, and fostering a positive workplace culture.

Employee Discipline & Separation

Learn effective approaches to managing employee discipline and separation, ensuring compliance with legal standards and maintaining organizational integrity.

AI for HR Professionals

Artificial Intelligence for HR Professionals examines AI's role in HR, focusing on its impact, benefits, challenges, and ethical considerations.

English Language Programs

Intensive English Program

An immersive experience to enhance English skills for academic or professional success, focusing on grammar, speaking, listening, reading, and writing.

Semi-Intensive English Program

Develop practical language skills in reading, writing, listening, and speaking for everyday and workplace scenarios.

Customer Service

by industry and sector

Guest Service Gold

Elevate your guest service skills by mastering key principles that lead to memorable, high-quality customer experiences in the hospitality industry.

Hospitality

Learn the art of hospitality-focused customer service, emphasizing warmth, attentiveness, and creating a welcoming environment for every customer.

Knowledge

Enhance your customer service expertise by developing a deep understanding of products, services, and effective communication strategies to meet customer needs.

Inclusion

Develop inclusive customer service practices that respect diversity and ensure all customers feel valued and understood.

Commitment

Build an unwavering commitment to customer satisfaction, focusing on reliability, follow-through, and dedication to service excellence.

Recovery

Learn effective strategies for customer service recovery, turning negative experiences into opportunities to rebuild trust and loyalty.

Personalization

Master techniques for personalizing customer interactions, tailoring services and responses to meet individual preferences and expectations.

Passion

Cultivate a passionate approach to customer service, driving enthusiasm and a positive attitude in every customer interaction.

Technology

Utilizing Customer Relationship Management (CMR) systems and leveraging social media for customer support.

Program Magement

The Program Management Training is an introductory course designed to build a strong foundation in essential program and project management skills.

Program managers will learn about strategic program alignment, resource allocation across projects, and planning for long-term goals. Participants will learn about tools on how to manage programs and projects through all phases of the project lifecycle.

Key areas of focus include:

Introduction to Project Management

Learn the fundamentals of project management, including planning, execution, and oversight to successfully complete projects on time and within budget. Gain essential skills to improve efficiency, manage risks, and achieve project goals.

Integration Management

Explore how to coordinate project elements to ensure seamless execution and alignment with business objectives. Develop strategies to balance competing demands and manage project transitions effectively.

Quality Management

Discover how to establish and maintain quality standards in program and project management. Learn techniques for quality planning, assurance, and control to ensure project deliverables meet expectations.

Risk Management

Learn how to identify, assess, and mitigate potential risks that could impact project success. Gain strategies for proactive risk planning to enhance project stability and adaptability.

Scope Management

Understand how to define and control project scope to prevent scope creep and ensure clear, achievable objectives. Learn best practices for gathering requirements and managing stakeholder expectations.

Schedule Management

Develop skills in creating, managing, and adjusting project schedules to meet deadlines. Learn effective techniques for sequencing tasks, estimating durations, and minimizing delays.

Additional Trainings

Project Management (Industry)

Master the principles and practices of project management, including planning, execution, monitoring, and closing projects to achieve goals efficiently and effectively.

AI for Marketing

Artificial Intelligence for Marketing Professionals covers leveraging AI for SEO, content personalization, and persona development, with a focus on ethical considerations.

Safety

Develop comprehensive safety practices and protocols to ensure a secure environment and compliance with safety regulations.

Marketing

Gain insights into marketing strategies, including market analysis, campaign development, and brand management.

Privacy

Understand privacy laws and best practices for protecting personal and organizational data, ensuring compliance and safeguarding information.

Communication

Enhance your communication skills, focusing on effective messaging, active listening, and interpersonal interactions.

HIPAA

Understand the Health Insurance Portability and Accountability Act (HIPAA) regulations for protecting patient health information and ensuring data privacy and security in healthcare settings.

Grant Development

Learn the essentials of writing, managing, and securing grants, including proposal development, budgeting, and compliance.

HITECH

Learn about the Health Information Technology for Economic and Clinical Health (HITECH) Act, which promotes the adoption of electronic health records and strengthens HIPAA privacy and security provisions.

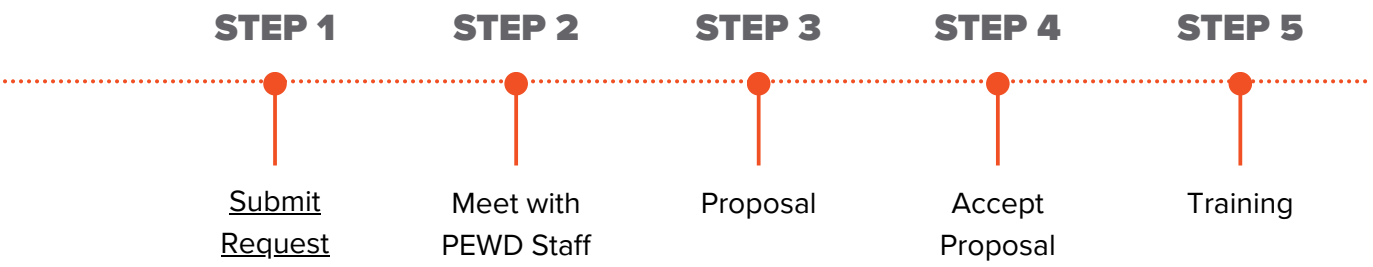
Bereavement Coordinator Certificate

Acquire specialized skills to support and manage bereavement services, including counseling techniques and program coordination.

Real Estate

Master the principles and practices of project management, including planning, execution, monitoring, and closing projects to achieve goals efficiently and effectively.

Certified Public Manager

Artificial Intelligence for Marketing Professionals covers leveraging AI for SEO, content personalization, and persona development, with a focus on ethical considerations.

Requesting a Customized Training