



LEHIGH  
UNIVERSITY

# CAREER ENRICHMENT PLAYBOOK

CE@L

CAREER ENRICHMENT @ LEHIGH



*Build your future with our tools*

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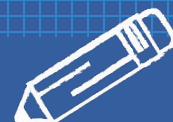
Additional Learning Opportunities

# What is CE@L?

Career Enrichment at Lehigh (CE@L) is Lehigh University's learning and development program for staff and faculty, sponsored by Human Resources

CE@L features specialized tracks of courses suited to where you are now or where you want to go. Gain new insights and skills. Focus on trends in higher education, personal growth, and more. Take your career to a new height or a totally new direction.

## How to use this Playbook



This playbook provides an overview of CE@L tracks and programs, instructions for Learning Library navigation and enrollment, and checklists to help you track your course completions. Course titles within the checklists are links that navigate directly to the Learning Library for enrollment.

Certain CE@L tracks are certificate programs. When you complete all required courses in a certificate program, please contact the Career Enrichment Team. We will then verify your course history and give you credit for completing the program.

Please note that our curriculum evolves with the needs of the university. Contact Tarah Cicero at [tac618@lehigh.edu](mailto:tac618@lehigh.edu) with any concerns, course recommendations, or questions about current track requirements.

# Registering for CE@L Workshops

Login to the PageUp Learning Library via SSO at <https://lehighes1.pageuppeople.com/learning/>

Search by training title or filter by training type

Click on training title

Click **"Select a time slot"**

Choose from the sessions listed and click **"Book"**

If the desired session is full, click the **"Join wait list"** button to be placed on the waiting list

**LEHIGH UNIVERSITY**  
where passion meets possibility

About me ▾ My team ▾ My community ▾ My useful links ▾ Reports ▾ Create

Journal entry Tarah ▾

**Learning library**

Search title, type or competencies

Level ▾ Type ▾ Competencies ▾ Locations ▾ Cost ▾ Availability ▾ Archived ▾ Reset

**Resourcefulness in Conflict**  
Crash Course for Managers

**Collaborating Across Generations**  
Foundations of Management

**Crucial Accountability - Day 2**  
Essential Management

This is a placeholder for the second session of our two day Crucial Accountability course. Click here to register for the course.

**Gmail**  
Library & Technology Services Seminars

This classroom session covers both basic and advanced Gmail features to improve your email workflow. Registration via the LTS Seminar site is

# Canceling a Registration

Login to PageUp  
via SSO at  
[https://lehighes1.  
pageuppeople  
.com](https://lehighes1.pageuppeople.com)

Click the  
**In progress/  
Upcoming**  
tab

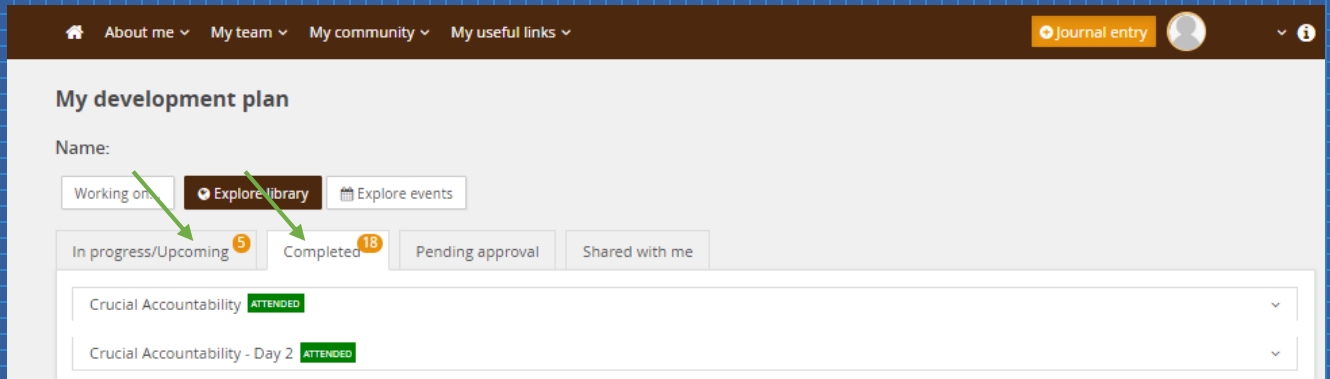
Select  
the **V** next  
to the  
course title

Click  
**Confirm**

Click **About Me** and  
select **Self  
Assessment/  
Development  
Plan** from the drop  
down menu

The  
course is  
listed  
under  
**Booked**

Scroll  
down  
and click  
the  
**Remove**  
button



Login to PageUp via SSO  
at <https://lehighes1.pageuppeople.com>

Click **About Me** and select **Self-Assessment/Development  
Plan** from the drop down menu

Click the **Completed** tab

Viewing  
Course  
Completions

# Certificate Programs (Tracks)

Click on a program name for detailed course descriptions and checklist

## Cornerstones of Community

An expectation of every Lehigh University employee

- Not Anymore
- VISIONS
- Inclusion Insights
- PowerPlay
- CITE: Your Story, My Story
- Advanced Offerings (under development)

## Dialogue and Exploration

Open opportunities in learning for all staff developing and engaging in their career path

Elective courses include:

- Career Power Workshop *Under Development*
- Collaborating Across Generations
- Crucial Conversations
- Inclusion Insights

*New opportunities are added to the [Learning Library](#) regularly. Filter by Type → Dialogue and Exploration to view more.*

## Professional Pathways\*

For independent contributors and administrative professionals growing their careers at Lehigh

- Achieving Personal Effectiveness
- Better Business Writing
- Collaborating Across Generations
- Effective Interactions
- Exceptional Customer Service
- Inclusion Insights
- Introduction to Project Management
- Learning the Institution (elective)
- Not Anymore
- Problem Solving Techniques

## Foundations of Management\*

For all managers in supervisory positions

- CITE: Your Story, My Story
- Collaborating Across Generations
- Crash Course for Managers Series:
  - Navigating Employment Law
  - Leading at Lehigh
  - Salary Administration 101
  - Coaching for Performance
  - Conducting an Effective Search and Competitive Offers
  - Resourcefulness in Conflict
  - Equitable Workplace
  - Rewards, Recognition, and Wellness
  - Onboarding the Best
- Crucial Conversations
- Inclusion Insights
- Learning the Institution (elective)
- Not Anymore
- VISIONS

## Essential Management\*

For managers committed to developing deeper insights and expertise

Level up nomination/ approval required

- CITE: Your Story, My Story
- Crucial Conversations
- Crucial Accountability (Crucial Conversations is a prerequisite to this course)
- Inclusion Insights
- Journey to High Performance program:
  - The Case for High Performance
  - Practices of Successful Leaders
  - Discovering the Leader in You
  - Engagement: Linking Communication to Leading
  - Performance Management: Linking Communication to Managing
  - Follow Up Session
- Not Anymore
- VISIONS

## Lehigh Leadership Academy\*

For Lehigh's accomplished leaders who have completed Essential Management or comparable development course

Level up nomination/ approval required

## Pragmatic Leadership at Lehigh\*

For university leaders of high potential as change agents in Lehigh's progress to organizational goals

Participants identified by senior leadership

- Bacharach Leadership Group (BLG)

\*CE@L Certificate Program



# Cornerstones of Community

Programs and experiences to build a more inclusive and connected Lehigh. Required for all supervisors and staff.



Course Name	Description	Date Completed
<u>Not Anymore</u>	Staff and faculty online harassment and discrimination training	
<u>Inclusion Insights</u>	This course will show you how to use creativity and innovation (one of Lehigh's Success Factors) to contribute to our Equitable Community by seeking different perspectives, new ideas, knowledge and experiences.	
<u>CITE: Your Story, My Story</u>	This theatrical program provides an opportunity for audiences to hear, explore and experience each other in a manner that illuminates their similarities rather than their differences.	
<u>VISIONS</u>	Visions trainings are about enhancing Lehigh's capacity to create an equitable campus community by introducing staff, faculty, students to the Visions framework and common language (guidelines for effective dialogue, target/non-target, modern "isms" and internalized oppression, etc.).	
<u>PowerPlay: Bystander Intervention</u>	This facilitated, interactive workshop allows participants to identify incidents of bias and then build the ability to address these issues in a positive and constructive way.	

*Advanced Learnings Currently Under Development*

To register, click the course title or visit [go.lehigh.edu/ceal](https://go.lehigh.edu/ceal)



# Dialogue and Exploration

Open opportunities in learning for all staff developing and engaging in their career path

Course Name	Description	Date Completed
<i>This track is created specifically for promoting thought, exchange of ideas, or inspiration. Look for Dialogue opportunities scheduled throughout the year. Debrief a Ted Talk, book review, focused learning, new practice or insights in a small group interactive setting. Consider suggesting relevant topics or vehicles you may want to facilitate as well.</i>		
Elective Courses Include:		
<u><a href="#">Collaborating Across Generations</a></u>	In this interactive course, we discuss how world events and influential people shaped each generation and their workplace style, how today's workforce is changing, and how to use diverse perspectives and best practices to build understanding and productivity.	
<u><a href="#">Crucial Conversations</a></u>	Learn how to create conditions where people speak with complete candor (no matter the topic) and with complete respect (no matter the person).	
<u><a href="#">Inclusion Insights</a></u>	This course will show you how to use creativity and innovation (one of Lehigh's Success Factors) to contribute to our Equitable Community by seeking different perspectives, new ideas, knowledge and experiences.	
Career Power Workshop	Under Development	

*New opportunities are added to the [Learning Library](#) regularly.  
Filter by Type → Dialogue and Exploration to view more.*



# Professional Pathways

For independent contributors and administrative professionals  
growing their careers at Lehigh

Course Name	Description	Date Completed
<a href="#"><u>Achieving Personal Effectiveness</u></a> **	In this interactive workshop, you'll explore professional and personal skills to help you function at your very best. This includes how to focus on what's important in your daily activities and self-care skills to manage stress and demands.	
<a href="#"><u>Better Business Writing</u></a> **	This highly interactive one-day program is designed to help the business communicator improve writing skills. Topics include preparing and organizing ideas, understanding the needs of the reader, avoiding common grammar and spelling mistakes, and editing.	
<a href="#"><u>Collaborating Across Generations</u></a>	In this interactive course, we discuss how world events and influential people shaped each generation and their workplace style, how today's workforce is changing, and how to use diverse perspectives and best practices to build understanding and productivity.	
<a href="#"><u>Effective Interactions</u></a> **	This one-day interactive workshop focuses on two core skills: listening and assertive communication.	
<a href="#"><u>Exceptional Customer Service</u></a> **	In this one-day interactive workshop, you'll explore strategies needed for customer service excellence, internally and externally. Emphasis is on identifying goals for your organization and job, how to defuse stressful interactions, and ways to provide the very best experience for every customer.	
<a href="#"><u>Inclusion Insights</u></a>	This course will show you how to use creativity and innovation (one of Lehigh's Success Factors) to contribute to our Equitable Community by seeking different perspectives, new ideas, knowledge and experiences.	
<a href="#"><u>Introduction to Project Management</u></a> **	This exciting, one-day introductory program explores the basic skills necessary to become an effective project manager, including meeting management/leadership concepts.	
<a href="#"><u>Learning the Institution</u></a> (elective)	An academic year-long program that gives participants a view into the inner workings of the various departments, stems, colleges, and other areas that make up the university	
<a href="#"><u>Not Anymore</u></a>	Staff and faculty online harassment and discrimination training	
<a href="#"><u>Problem-Solving Techniques</u></a> **	This one-day workshop provides a critical-thinking framework to approach problems and decisions in systematic and creative ways.	

\*\*Programs offered by the Center for Business and Industry at Northampton Community College's Fowler Southside Center. To register for these courses:

- Read the [External Training Through The BEST Program](#) policy
- Download the [BEST Program Application](#)
- Contact [Mary Jo McNulty](#), Human Resources Associate at 610-758-3894 or [mjd4@lehigh.edu](mailto:mjd4@lehigh.edu)

# Foundations of Management

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For all managers new to Lehigh or to their supervisory position

Course Name	Description	Date Completed
<u>CITE: Your Story, My Story</u>	This theatrical program provides an opportunity for audiences to hear, explore and experience each other in a manner that illuminates their similarities rather than their differences.	
<u>Collaborating Across Generations</u>	In this interactive course, we discuss how world events and influential people shaped each generation and their workplace style, how today's workforce is changing, and how to use diverse perspectives and best practices to build understanding and productivity.	
<u>Crucial Conversations</u>	Learn how to create conditions where people speak with complete candor (no matter the topic) and with complete respect (no matter the person).	
<u>Inclusion Insights</u>	This course shows you how to use creativity and innovation (one of Lehigh's Success Factors) to contribute to our Equitable Community by seeking different perspectives, new ideas, knowledge and experiences.	
<u>Learning the Institution</u> (elective)	An academic year-long program that gives participants a view into the inner workings of the various departments, stems, colleges, and other areas that make up the university	
<u>Not Anymore</u>	Staff and faculty online harassment and discrimination training	
<u>VISIONS</u>	Visions trainings are about enhancing Lehigh's capacity to create an equitable campus community by introducing staff, faculty, students to the Visions framework and common language (guidelines for effective dialogue, target/non-target, modern "isms" and internalized oppression, etc.).	
<b>Crash Course for Managers Series</b> <i>(continued on next page)</i>		
<u>Coaching for Performance</u>	In this course, managers learn to coach staff for optimal performance and practice coaching techniques.	

# Foundations of Management

(Page 2 of 2)

For all managers new to Lehigh or to their supervisory position

Course Name	Description	Date Completed
<b>Crash Course for Managers Series, Continued</b>		
<u><a href="#">Conducting an Effective Search and Competitive Offers</a></u>	Teams are seldom static. What steps will you take to replace, retain, redesign, and recruit when presented with that opportunity?	
<u><a href="#">Equitable Workplace</a></u>	Learn more about University policies relating to harassment, discrimination, and retaliation, including reporting, resources, and University processes available to respond to incidents.	
<u><a href="#">Leading at Lehigh</a></u>	This course focuses on individual development and effectiveness, the power of communication, and the necessity of collaboration in the Lehigh culture.	
<u><a href="#">Navigating Employment Law</a></u>	This course will help managers build an understanding of Human Resource law (Workplace, FML, ADA, Harassment, Discrimination, and others). Learn about what it is and what resources to tap into when in doubt.	
<u><a href="#">Onboarding the Best</a></u>	This course focuses on introducing your new hire to their space, colleagues, network, accountabilities, processes, and culture in a paced and effective way.	
<u><a href="#">Resourcefulness in Conflict</a></u>	In this course, managers will learn about managing conflict and resources to deepen understanding, communication, and decision making in challenging circumstances.	
<u><a href="#">Rewards, Recognition, and Wellness</a></u>	This information session will cover the underlying principles of the University's staff recognition awards, the pyramid of staff recognition, and explain how you can fully utilize one or more of the four recognition programs for your staff and or colleague.	
<u><a href="#">Salary Administration 101</a></u>	In this course, managers will learn about the University's salary program for staff including procedures for offers, promotions and transfers; position changes and additional responsibility.	

To register, click the course title or visit [go.lehigh.edu/ceal](https://go.lehigh.edu/ceal)

# Essential Management

(Page 1 of 2)

For managers committed to developing deeper insights and expertise  
*Level up nomination/approval required*

Course Name	Description	Date Completed
<u><a href="#">CITE: Your Story, My Story</a></u>	This theatrical program provides an opportunity for audiences to hear, explore and experience each other in a manner that illuminates their similarities rather than their differences.	
<u><a href="#">Crucial Conversations</a></u>	Learn how to create conditions where people speak with complete candor (no matter the topic) and with complete respect (no matter the person).	
<u><a href="#">Crucial Accountability</a></u> ( <i>Crucial Conversations is a prerequisite to this course</i> )	If you want to learn how to hold others accountable, or as a leader you want to help create a culture where everyone speaks honestly, clearly, and respectfully about violated expectations, this course is your next logical choice.	
<u><a href="#">Inclusion Insights</a></u>	This course will show you how to use creativity and innovation (one of Lehigh's Success Factors) to contribute to our Equitable Community by seeking different perspectives, new ideas, knowledge and experiences.	
<u><a href="#">Not Anymore</a></u>	Staff and faculty online harassment and discrimination training	
<u><a href="#">VISIONS</a></u>	Visions trainings are about enhancing Lehigh's capacity to create an equitable campus community by introducing staff, faculty, students to the Visions framework and common language (guidelines for effective dialogue, target/non-target, modern "isms" and internalized oppression, etc.).	
<i>Journey to High Performance Program            Continued on next page</i>		
The Case for High Performance	An introduction to the role of a manager that creates context and introduces several key concepts that set the stage for the skills and Success Factor behaviors most vital to demonstrating effective managerial practices.	

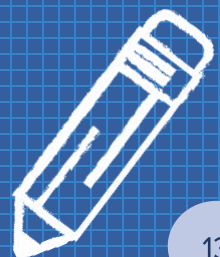
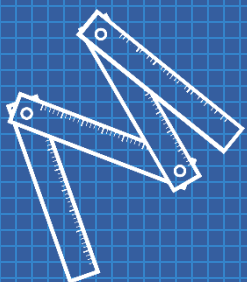
To register, click the course title or visit [go.lehigh.edu/ceal](https://go.lehigh.edu/ceal)

# Essential Management

(Page 2 of 2)

For managers committed to developing deeper insights and expertise  
*Level up nomination/approval required*

Course Name	Description	Date Completed
<i>Journey to High Performance Program, Continued</i>		
Practices of Successful Leaders (PSL)	PSL is a highly engaging three days intended to enhance a manager's understanding of leadership and what it requires.	
Discovering the Leader in You	A personal exploration to specifically focus on the importance of self-awareness and its impact on one's effectiveness.	
Engagement: Linking Communication to Leading	Engagement is a widely used expression that needs to be explored to truly understand the term and also why it matters. Participants will look at communication as both a skill and a tool that can be utilized to influence everything they do.	
Performance Management: Linking Communication to Managing	This segment again focuses on the quality of our conversations and how an organizational manager/leader needs to utilize such dialogue to influence the performance of employees.	
Follow Up Session	This session intends to intentionally keep this enrichment program a priority for participants by engaging them around additional topics.	



# Lehigh Leadership Academy

For Lehigh's accomplished leaders who have completed  
Essential Management or comparable development course  
*Level up nomination/approval required*



Course Name	Description	Date Completed
Essential Management Certificate or similar program (Pre-requisite)		
Lehigh Leadership Academy	Lehigh Leadership Academy is an intensive five-day program focused on developing self-awareness, building relationships, and leveraging strengths to effectively lead teams. This program will be especially valuable for Lehigh's middle- to senior-level managers in our current environment as we move through multiple simultaneous change initiatives.	

## Pragmatic Leadership at Lehigh

For university leaders of high potential as change agents in  
Lehigh's progress to organizational goals

*Participants identified by senior leadership*



Course Name	Description	Date Completed
Bacharach Leadership Group (BLG)	The Bacharach Leadership Group's (BLG) face-to-face training is conducted in a highly interactive, integrated fashion. BLG trainers frame the concepts and vocabulary upfront in order to spend the majority of the in-class time working with participants to help them practice the concepts and skills. Group discussions, hands-on exercises, and cases that mirror institutional realities, are all part of the training modality. This pedagogy enables participants to translate the skills learned in the program into impactful leadership results. The goal is to equip participants with actionable techniques to bring into their everyday leadership roles as they implement strategic initiatives throughout the organization.	





# Additional Learning Opportunities

Below are several resources that Lehigh employees have used for work-related educational programs. You may also pursue training provided through other organizations if it is related to your position. Before registering for any program, consult with your supervisor regarding funding, timing, and appropriateness of the program for your job.

<u>BEST Program</u>	<p>The Build and Enhance Skills through Training (BEST) program supports the costs associated with enrolling in noncredit educational programs. Conferences, certifications, and programs that require travel are not covered under this benefit.</p> <p>To access funding support for classes, workshops, and other non-credit educational programs, you must <u>apply to the BEST Program</u> prior to registration.</p>
<u>Integrated Behavioral Health (IBH)</u>	<p>Integrated Behavioral Health (IBH), Lehigh's Employee Assistance Program provider, offers hundreds of articles, self-assessments, online seminars, and skill-building tools on topics ranging from work-life balance to business etiquette. To access the WorkLife resources, visit <a href="https://ibhworklife.personaladvantage.com/">https://ibhworklife.personaladvantage.com/</a> and login using the following credentials:</p> <p><u>Username:</u> lehigh <u>Password:</u> univ03</p>
<u>LTS Seminars</u>	LTS offers software and productivity workshops, including Qualtrics and G Suite, throughout the academic year.
<u>LVAIC Professional Development</u>	Lehigh Valley Association of Independent Colleges (LVAIC) supports a number of annual conferences and symposia that are collaborative in nature and innovative in their approach to delivering staff professional development.
<u>New Horizons</u>	New Horizons delivers a full range of information technology skills training including top software application packages such as the Microsoft Office. The company also offers training and certification in networking and other IT areas. New Horizons has training facilities in Allentown, Reading, and Scranton. Courses can also be completed online in many instances.
<u>Northampton Community College's Center for Business and Industry (CBI)</u>	CBI offers exclusive educational opportunities through public workshops. Designed to address all of your employee development needs, these dynamic offerings are based on substantial business and industry input and created by highly experienced trainers. Programs may be supported by the BEST program.
<u>Tuition Benefits for Staff and Faculty</u>	Lehigh's tuition benefit program offers employees the opportunity to earn undergraduate and graduate degrees at the university and other LVAIC institutions.
<u>Vistex Institute For Executive Learning &amp; Research</u>	<p>Lehigh University's Vistex Institute For Executive Learning &amp; Research offers open enrollment programs for individuals who want to add to their skills, build best practices, or develop their network. These programs are built for leaders and managers who want to be innovative, effective, knowledgeable and impactful in their work.</p> <p>Vistex offers a 50% tuition discount for Lehigh Faculty and Staff. Programs also may be supported by the BEST program.</p>