Exhibit 5A: HR Training and Development Department Course Offerings

Providing Exceptional Customer Service

lenging objectives in any business today is to provide services that
tomer expectations.

Professional Development Course Sections

Communications

Creative Problem-Solving

Interpersonal Skills

Leadership

Professionalism

Resolving Conflict

Teamwork

Customer Service

Facilitating Change

Respect

ınd have to face up to everyday! Through this workshop, participants will be

change process.

ı characteristics of responses, develop change strategies, and deal with the
sponse.

wanted, stressful change.

Our Iceberg is Melting
Through the book, Our Iceberg is Melting, this course studies denial, fear, resistance to change and heroism, and how they're applied to coping with change and transition from a personal and professional perspective.

Respect

Basics of Diversity
In order to understand diversity, it is important to understand how individuals are different.

Gender Styles in Communication
Communications between men and women in the workplace can be confusing and sometimes unsatisfying.

Generations in the Workplace
Generations in the Workplace is a half-day workshop that describes the characteristics, values, and motivations of the four generations in the workplace.

T&D Units

Technology & software training (http://www.uky.edu/hr/training/offerings/technology-software-training)

Professional development training (http://www.uky.edu/hr/training/offerings/professional-development-training)

SuperVision (http://www.uky.edu/hr/training/supervision)

Career Development (https://www.uky.edu/hr/training/career-development)

T&D programs

- Essential Leader Program (/hr/training/offerings/essential-leader-program)

Experienced Leader Academy (/hr/training/offerings/experienced-leader-academy)

Humanity Academy (/hr/training/offerings/humanity-academy)

Other training

Business Procedures Training (/hr/training/offerings/business-procedures-training)

Research Administration (RATE) (/hr/training/offerings/research-administration-rate)

UK Business Procedures Certification Series (/hr/training/offerings/uk-business-procedures-certification-series)

All T&D Courses (/hr/training/offerings/all-td-courses)

implementation plan to use the 7 Habits in their lives.

Professional Development Course Sections

Communications

Creative Problem-Solving

Interpersonal Skills

Leadership

Professionalism

Resolving Conflict

Teamwork

Customer Service

Facilitating Change

Respect

ive you, there is a big difference between being seen as reliable, ethical
iable, unethical and unwilling.

ing yourself in a way that shows you keep an open mind and maintain open
ıt you stick to your convictions as diplomatically as possible.

image? Will you be considered a serious contender for high-visibility,
›rofessional image is lackluster?

:ation in the workplace. How well does your email represent you and your
d professional?

Dining out with business colleagues, clients and potential employers can be a daunting event.

Resolving Conflict

Constructive Confrontations
In this seminar, we will discuss better ways of dealing with broken promises, disappointments and other performance gaps. We'll explore how to step up to and master constructive confrontations.

Managing Staff Conflict
As a leader, you doubtless encounter conflict among your front line staff members.

Mediating Workplace Conflict
In every work place of more than one person, conflicts are inevitable.

Resolving Workplace Conflict
This course focuses on resolving various workplace situations where disagreements or conflicts arise between team mates.

Teamwork

CSI: Small Town Kentucky
In this lively session, groups will work together to solve a problem: Who killed Coach?

Meet Productively
Why are meetings so despised? Face-to-face collaboration with your teams is invaluable to productivity and guaranteeing expected outcomes.

Meeting Focus
Meetings have a bad reputation-mostly because they are often conducted so poorly! Effective meetings build communication and enhance productivity.

Teamwork in a Changing Workplace
During this workshop we will explore just why working together as a team is so important to the success of the University as well as your personal success.

Customer Service

Dealing with Difficult Customers
Occasional angry or challenging customers can frustrate even the best customer service system.

Improving Patient Satisfaction
What can be done to improve patient satisfaction? The job in healthcare is a lot harder than it has ever been before.

Professional Development Course Sections

Communications

Creative Problem-Solving

Interpersonal Skills

Leadership

Professionalism

Resolving Conflict

Teamwork

Customer Service

Facilitating Change

Respect

Kentucky Office of Human Resources

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-8512
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versity | Mission Statement (http://www.uky.edu/Provost/strategic_planning
.ogout (https://www.uky.edu/hr/user/logout)

Exhibit 5B: Office of Institutional Equity and Equal Opportunity Course Offerings

Office of Institutional Equity and Equal Opportunity

Training and Outreach

We provide training on a variety of equal opportunity issues that can be brought exclusively to your unit. Take advantage of the ability to participate in meaningful discussion with professional facilitation by scheduling a presentation on one of the topics listed.

On this page:

Affirmative Action and Equal Opportunity at the University of Kentucky
Understanding Disability and the Law
Renovating for Access and Planning for Accessibility
Discrimination and Harassment: What You Need to Know
The Supervisor's Role in Preventing Harassment
Sexual Misconduct: Your Rights and Responsibilities

Affirmative Action and Equal Opportunity at the University of Kentucky

You can expect to learn

- What is required of federal contractors with regard to Affirmative Action.
- How the Council on Postsecondary Education Diversity Plan impacts our institution.
- About the federal and state statutes that govern equal opportunity and the agencies that administer enforcement.
- The specific ongoing efforts taken by the university to fulfill its equal opportunity commitments.

You will benefit by

- Coming to appreciate the value of the steps taken to assure equal opportunity and diversity in a major research and educational institution.

Understanding Disability and the Law

You can expect to learn

- How "disability" is defined by the Rehabilitation Act and the ADA.
- Who meets the definition of a "qualified individual with a disability."
- When it is appropriate to provide reasonable accommodation.

You will benefit by

- Focusing on the responsibilities of everyone, under the laws that protect the rights of people with qualified disabilities.

Renovating for Access and Planning for Accessibility

You can expect to learn

- How and why it is important to make surroundings accessible.
- To identify examples of preventable errors in construction and the appropriate standards used to assure universal design.
- How the ADA Standards for Accessible Design affect campus construction.

You will benefit by

- Gaining insight into the advantages of actively seeking to design and attain a more accommodating campus environment, one step at a time.

Discrimination and Harassment: What You Need to Know

You can expect to learn

- The legal definition of what characterizes different types of harassment.
- How to identify the best methods to prevent harassment in the workplace.
- Reporting obligations by the University community.
- Investigative process for complaints made.

You will benefit by

- Being able to appreciate that the University of Kentucky is committed to building a community in which the dignity of every individual is respected, and discrimination or harassment in any **form is prohibited.**

The Supervisor's Role in Preventing Harassment

You can expect to learn

- What the law says in terms of employer liability with regard to discrimination and harassment.
- How to take steps to prevent a hostile environment, which is key in helping eliminate the possibility of racial or sexual harassment.
- When and how to address complaints from employees regarding offensive behavior.

You will benefit by

- Gaining information about your obligation as a supervisor to help ensure a respectful academic and work environment

Sexual Misconduct: Your Rights and Responsibilites

You can expect to learn

- How the University defines sexual misconduct
- Where a complaint can be made
- Reporting obligations
- The University's investigation process

You will benefit by

- Developing an understanding of the University's role in preventing, responding, and resolving sexual misconduct.

Office of Institutional Equity and Equal Opportunity
13 Main Building
University of Kentucky Lexington, KY 40506-0032
Main Office Phone: (859) 257-8927
Main Office Fax: (859) 323-3739

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An Equal Opportunity University | Mission Statement

Exhibit 5C: Humanity Academy Information

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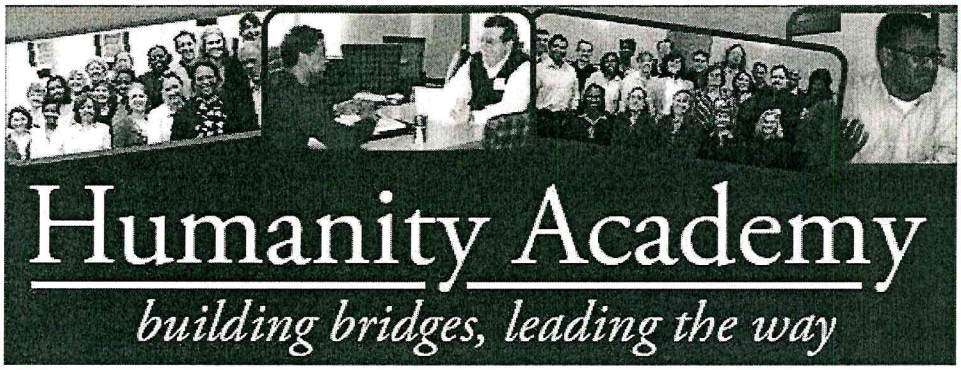
Humanity Academy



The ***Humanity Academy*** is the innovative program offered by UK Human Resources Training and Development Department and is open to staff, faculty and students. All applicants must meet the following criteria:

- Students need recommendation from an academic advisor.
- Staff members must be in good standing, with no past or pending issues with the Employee Relations Department or their work department.
- Participants must submit a letter of recommendation with the application
- Participants must be willing and able to attend all five days of the Academy and participate in follow-up activities.

Upon selection, participants spend one week identifying and learning about specific dimensions of diversity through videos, interactive activities and real-life scenarios. As a result of the week's focus on these dimensions, graduates must be willing and able to act as change agents throughout the UK community and to champion the University's diversity goals.

Contact: Marietta Watts (mailto:Marietta.watts@uky.edu), (859) 257-9429

Purpose

The purpose of the Humanity Academy is to develop University of Kentucky staff, faculty and students to be change agents within the campus community. These individuals will champion the University's diversity goals and will be responsible to establish a culture of respect, inclusion and appreciation throughout our local and broader society. Participants will examine the dimensions of diversity as they relate to UK and will examine institutional policies and practices to help establish a culture that encourages and supports human value and dignity.

Objectives

Participants of the Humanity Academy spend one week identifying and learning about specific dimensions of diversity and identity through the use of videos, guest speakers, interactive activities and real-life scenarios. Participants are then expected to attend follow-up sessions, complete assigned readings, and may be called upon to facilitate or otherwise respond to requests for change agents.

Selection Process

Participants for the Humanity Academy are selected through an application process. It is held annually, and each session consists of staff, faculty and students. Applicants must be willing and able to attend all five days of the Academy and are required to participate in follow-up workshops and activities.

Application to Attend

Humanity Academy - Application (http://www.uky.edu/hr-apps/humanity-academy-application)

Embracing and nurturing diversity is the responsibility of every member of the university community. It must be demonstrated in a clear and convincing way that diversity is an essential value of the university community that informs its every aspect. A genuine commitment to diversity as a core value makes necessary the adoption of a comprehensive view that celebrates diversity as a systemic influence on our conduct as students, faculty, and staff and as members of society.

T&D Units

Technology & software training (http://www.uky.edu/hr/training/offerings/technology-software-training)

Professional development training (http://www.uky.edu/hr/training/offerings/professional-development-training)

SuperVision (http://www.uky.edu/hr/training/supervision)

Career Development (https://www.uky.edu/hr/training/career-development)

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Research Administration (RATE) (/hr/training/offerings/research-administration-rate)

UK Business Procedures Certification Series (/hr/training/offerings/uk-business-procedures-certification-series)

All T&D Courses (/hr/training/offerings/all-td-courses)

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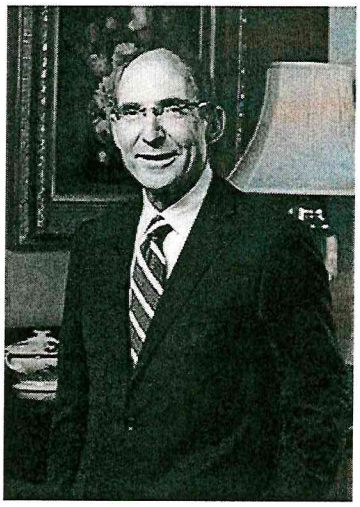
Exhibit 5D: Unconscious Bias Program

The University of Kentucky aspires to establish and maintain a culture that is truly welcoming and inclusive, where the contribution of every individual is equally recognized, appreciated and valued. The purpose of the Unconscious Bias Initiative is to provide a sustainable road map for impacting awareness on campus for all members of the UK community.

Welcome



We are in the midst of an important conversation at the University of Kentucky about how we better foster a campus community for all people. We must be a place where we celebrate the myriad backgrounds, perspectives, identities, and abilities that define the UK family's vibrant tapestry of people and ideas.

To that end, over the last several weeks we asked you to engage in this conversation through a campus-wide climate survey that solicited feedback from students, faculty, and staff. I want to thank the more than 8,000 individuals who completed the survey. We hear you, and our team is beginning to review and analyze the results. Your input will be vital to informing campus leadership as we embark on this important initiative.

The climate survey is one of many steps my administration - in concert with other campus units and people - has taken over the last academic year. All of our efforts are part of meeting the key priorities in our strategic plan and ensuring that our campus is a place that is inclusive, supportive, and welcoming of all people.

The survey is one step in our march. Now we must take another.

Already, several initiatives to build a more inclusive campus are underway. We've developed a dedicated website for information on events, programs, the Unconscious Bias Initiative, and engagement opportunities for this important priority. We will also post summaries of

the survey results during the fall semester.

Ultimately, if we hope to succeed in building a more inclusive and diverse campus, and reduce the instances that detract and demean our community, our work must be about more than numbers. The only way to move forward is to walk together, to listen to one another, and to learn from each other, so that we may collectively foster a better University of Kentucky for everyone who is part of our campus.

I look forward to continuing our march.

Thank you,

Eli Capilouto

President

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Exhibit 5E: Unconscious Bias FAQs

Frequently Asked Questions

What is the Unconscious Bias Initiative (UBI)?

Unconscious bias refers to the automatic stereotypes or attitudes we hold about groups or people. These biases can be held for or against those most like us and most different from us.

With the help of internationally recognized consulting firm Cook Ross, the UBI is working to incorporate this understanding of unconscious bias to foster an environment where each one of us feels a sense of belonging and empowerment as we ready ourselves for the global community of tomorrow.

If we learn to shine a flashlight on our biases and their power to impact our actions, we are presented with an opportunity to engage in more deliberate thinking as we make decisions in our everyday interactions.

While this is an important piece of the overall diversity and inclusion effort at our University, it is not designed to be an all-purpose solution to what must be a greater conversation in our community.

Who will the UBI involve?

It will reach all of the UK constituents – staff, faculty, administration, students, the UK HealthCare enterprise and extension offices. A committee with representatives from across the University is helping to guide the initiative.

What is the timeline of the UBI?

The Unconscious Bias Initiative is the culmination of a process led by President Capilouto that began in January 2014. The President sought to undertake a University-wide initiative around unconscious bias. Much thought and planning was put into the process and the selection

of Cook Ross as a partner.

The first public events will begin in May 2016 with a full launch planned for the fall 2016 semester that will include a series of online, in-person and immersive learning opportunities.

Why is the University investing in the UBI?

As Kentucky's flagship institution, demonstrated in the UK Mission and Strategic Plan, the University plays a critical leadership role for the Commonwealth and beyond by promoting diversity, inclusion, economic development, equal opportunity and overall human well-being.

The UBI can impact the way we interact with each other, students and patients, and prepare ourselves to succeed in a diverse, global society.

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