

Interpersonal Skills and Communication

Discover how these high-quality programs provide you with practical application, hands-on learning, skills and knowledge you can immediately apply to your work situation and improve your workplace effectiveness.

Offerings:

Dealing with Difficult Behaviors looks at how some people are harder to care for, work with, or work for, than others. Learn strategies and dialogue for interactions with the “behaviorally-challenging” folks in your life.

Conflict Resolution maximizes your understanding of this complex topic through a comprehensive framework utilizing the tools and techniques for resolving conflict successfully, as well as getting benefits that you might not expect.

Effective Verbal/Non Verbal Communication explores how powerful communication skills enable you to be more effective at work and in those situations of everyday life where better communication can make all the difference.

Well Done! takes a good look at how effective recognition motivates. 94% of respondents to a recent UCHC employee engagement survey stated they recognize or praise others for doing good work. Yet only 55% reported receiving recognition or praise for doing good work. Acquire the knowledge on how to improve your work environment with effective recognition.

Target Audience: All UCHC employees

	Sept	Oct	Nov	Dec
Dealing With Difficult Behaviors			18 9a – 12:30p	
Conflict Resolution				9 9a – 1p
Effective Verbal/Non Verbal Communication				16 9a – 12p
Well Done! Online module available starting 11/30 on www.healthstream.com/hlc/uchc			30 On Demand	

Business Software

A picture is worth a thousand words but how can it be created to work in today's work environment?

Offerings:

Minitab is your tool if statistics or graphing is what you use to tell your story. Learn how Minitab software gives you the tools you need to analyze and display your data and make informed decisions.

View it with Visio offers you a wide array of diagrams and tools such as flowcharting that you can create to explain a concept you want to share with others.

Up to Speed with PowerPoint 2007 helps you become familiar with the new design, and lets you see that you won't have to learn PowerPoint all over again. With PowerPoint 2007 you'll create presentations even more quickly and smoothly.

Target Audience: All UCHC employees

	Sept	Oct	Nov	Dec
Using Minitab Library Computer Education Center Classroom 2			19 10a – 12p	
Up to Speed with PowerPoint 2007 IT Training Room				3 10a – 12p
View it with Visio Library Computer Education Center Classroom 1				15 10a – 12p

Leadership

Leaders that nurture extraordinary performance and take a positive approach to change thrive and prosper in today's challenging business environment. These courses are designed to enhance the performance of Health Center leaders.

Offerings:

Refine Your Game explores how the pace of change has increased in our business climate and what role you need to play in order to be success in the organization. Learn how to identify forces driving organizational change; the skill sets you possess and how to create a game plan for areas that you wish to develop.

Building a High Performance Team: The Manager as a Coach focuses on how coaching is the most effective way of developing employees. In this two-part course, elevate your effectiveness by learning how you can coach your employees to success.

Target Audience: Noted below course title

	Sept	Oct	Nov	Dec
Refine Your Game For all UCHC employees			12 9a – 12p	
Building A High Performance Team: The Manager as a Coach Part I For UCHC managers and supervisors				10 9a – 12p
Building A High Performance Team: The Manager as a Coach Part II For UCHC managers and supervisors				17 9a – 1p

Registration Information

- ▶ Participants must obtain manager/supervisor approval prior to enrollment
 - ▶ All courses, except Business Software, to be held in the HR Training Room, Munson Rd
 - ▶ Courses are offered at no cost to employee or department
 - ▶ Enrollment for each course is limited to ensure the best instructor to participant ratio
 - ▶ Registrations are accepted on a first come, first served basis
 - ▶ Early Registration is recommended
 - ▶ To enroll online, go to <http://employ.uchc.edu/training/>
 - ▶ To enroll via e-mail, send your request to hrregistration@uchc.edu indicating the name/s and date/s of the courses
- ▶ Questions on course content? Contact Sandy Kressner at 860.679.3419. Technical questions contact the IT Help Desk at 860. 679.4400.

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