

ORGANIZATIONAL
DEVELOPMENT
SERVICES

Strengthening Performance Together

WORKSHOP SCHEDULE

SUMMER / FALL

2005



585-2300

ORGANIZATIONAL DEVELOPMENT SERVICES

SUMMER and FALL 2005 WORKSHOPS

All workshops will be held in the training rooms in the Human Resources building located at 420 Wakara Way unless otherwise noted. Workshops are subject to change. For the most up to date schedule, call 585-2300 or visit our web site at www.hr.utah.edu/ods/ to register on-line.

**Leadership Development Workshops
FOR MANAGERS**

The workshops listed in this section are designed to provide managers with the skills needed throughout their development as leaders. These workshops will help build a solid foundation and develop core competencies through a variety of learning methods.

<u>WORKSHOP</u>	<u>DATE</u>
<p>Communication with Your Manager Learn how to help yourself and those above you succeed by leading and managing up.</p>	<p>JUN 30 SEP 28</p>
<p>Delegation Learn how to get successful outcomes through accountability-based delegation.</p>	<p>MAY 17 OCT 13</p>
<p>Discrimination, Sexual Harassment and the ADA: The Supervisor's Toolbox - Everything You Need to Know This workshop will equip supervisors and managers with the information they need to help prevent and respond to discrimination and sexual harassment in the workplace, and to comply with the American Disabilities Act.</p>	<p>SEP 27</p>
<p>Documentation Managers will learn the purpose of documentation and explore different types of documentation. Using an interactive and experiential design participants serve as hearing members in a grievance hearing.</p>	<p>JUN 9 OCT 4</p>
<p>First Line Fundamentals - A Policy Primer for Supervisors This workshop provides an overview of University policies and procedures that affect managers.</p>	<p>JUN 16 OCT 6</p>
<p>Managing Diversity This two hour workshop is designed to increase supervisors and managers' understanding and appreciation of differences in the workplace</p>	<p>SEP 13</p>
<p>Managing Employee Performance A skill building course that will help supervisors and managers to set clear performance expectations and effectively resolve performance problems.</p>	<p>JUN 28 OCT 18</p>
<p>Meeting Management Meetings are a #1 time waster. Learn how to plan and run effective, productive meetings.</p>	<p>MAY 26 OCT 11</p>
<p>Transitioning from Staff to Manager In this workshop we will discuss how your role changes once you become a leader and how you can identify and develop new skills to strengthen your leadership abilities.</p>	<p>MAY 31 SEP 22</p>

Whether you are a new manager or just want to learn new skills, professional development workshops are available to all University of Utah employees who would like to improve their professional skills.

<u>WORKSHOP</u>	<u>DATE</u>
Anger Management This session takes a look at anger, what causes it, and what we can do about it on a personal level.	MAY 18 NOV 3
Assertiveness Skills Learn how to get what you want while respecting other's rights.	SEP 15
Business Writing An interactive workshop that refreshes your knowledge of the mechanics of business writing. Topics include: grammar, punctuation, sentence structure, and editing.	MAY 12 AUG 23 NOV 8
Calming Upset Customers Learn what you can do in tough situations to meet customer needs and decrease frustrations.	AUG 18 DEC 8
Conflict Management Gain the insight, skills, and tools needed to have difficult conversations about important issues.	AUG 11 DEC 6
Communication, Accountability, Respect, and Excellence (CARE) This class is the combination of four parts of "CARE" (Communication, Accountability, Respect, and Excellence).	AUG 9 DEC 13
Dealing with Change Change happens in all areas of our life and requires us to adapt to the newness that results from change. This class helps participants to understand change and offers helpful hints on how to effectively adapt to a changing environment.	OCT 26
Discrimination, Sexual Harassment, and American with Disabilities Act (ADA) for Employees This workshop is designed to educate employees about University nondiscrimination policies. Topics include University policies regarding sexual harassment and the American Disabilities Act (including discrimination, the right to equal access, and the obligation to provide reasonable accommodation)	JUN 15 DEC 8
Effective Decision-Making In this workshop, participants will learn practical techniques to improve their decision-making abilities.	SEP 13
Enhancing Innovation and Creativity An interactive workshop that will help you break out of the cycle of reactive or "status quo" thinking and will propel you towards innovation.	JUN 14 SEPT 8
Giving and Receiving Difficult Feedback Discover ways to minimize the risk and discomfort that comes with delivering critical feedback. Also, learn about the responsibilities you have when receiving difficult feedback.	JUL 14 NOV 15
Goal Setting Learn how to set effective personal and department goals using the SMART method.	JUL 12 NOV 17
Interpersonal Communication This workshop focuses on skills and techniques that can improve how effectively you communicate with peers, customers, managers, and anybody else!	AUG 2 NOV 10

<p>Interviewing Skills Looking to move into a new job at the U? This class will help you deliver a confident interview by identifying what managers look for and how you can avoid sabotaging yourself.</p>	<p>JUL 7</p>
<p>Leading Organizational Change Most attempts at organizational change fail miserably. This workshop discusses why failure is so common, and provides you with guidelines that will help you avoid mistakes and increase the chance that your change initiative will be a success!</p>	<p>SEP 27</p>
<p>Listening Skills Examines the four parts of listening as well as common barriers and solutions.</p>	<p>JUN 23 OCT 27</p>
<p>Methods and Tools for Process Improvement Uses hands-on activities and simulations to explain an improvement process from problem identification to improvement implementation.</p>	<p>SEP 14</p>
<p>Navigating Communication Styles Learn to improve your working relationships by recognizing and responding effectively to different communication styles.</p>	<p>MAY 19 SEP 20</p>
<p>Presentation Skills This workshop will give you the tools to create and deliver powerful and effective presentations to a variety of audiences.</p>	<p>AUG 4 DEC 1</p>
<p>Stress Management Learn how to identify, cope with, and decrease your stress levels.</p>	<p>NOV 16</p>
<p>Time Management Learn how to juggle meetings, projects, management demands, and customer needs.</p>	<p>NOV 1</p>
<p>Total Quality Management (TQM) This class is designed for anyone who wants to know more about TQM at U of U Hospitals and Clinics. We'll review TQM principles and how they can be applied to create improvements. The training will provide a structure for implementing TQM on a daily basis.</p>	<p>OCT 20</p>
<p>Train the Trainer Looking to build (or even create) your skills in delivering material, facilitating discussion, and leading educational sessions? Then this program is for you!</p>	
<p>Day 1:</p> <ul style="list-style-type: none"> • Adult Learning Principles: Complete a Learning Styles Inventory and examine the training process from assessment to evaluation. • Presentation Skills: Learn how to facilitate discussion and improve your presentation skills. 	<p>OCT 11</p>
<p>Day 2:</p> <ul style="list-style-type: none"> • Running Training Activities: Learn about different types of training activities and how to run them effectively. • Use of Training Tools: Learn about the various tools available and how to use them. • Documentation, Evaluation and Follow-Up: Learn how to keep accurate training records and develop workshop evaluations. • Handling Disruptive Learners: This module covers the various types of disruptive learners and addresses how to handle them in a training environment. 	<p>OCT 18</p>
<p>Prerequisite(s): Completion of Day 1 of Train the Trainer</p>	

Day 3 Putting It All Together:

NOV 3

This is the opportunity to take what you have learned from Day 1 and 2 of Train the Trainer and put it together. Participants will be delivering a 10 minute presentation to the class to demonstrate the instructor competencies.

Prerequisite(s): Completion of Day 1 and 2 of Train the Trainer

Working with Difficult People

SEP 6

Learn practical ways to work effectively and build satisfying relationships with others we may deem as "difficult."

ADDITIONAL SERVICES

Organizational Development Services is committed to strengthening performance at both individual and departmental levels. We offer a number of services and resources to help you improve results.

Strategic Planning

Assistance with creating or revising departmental mission, vision, and values as well as long and short term goals.

Meeting and Project Facilitation

Help with planning, facilitating, and achieving meeting and project objectives.

Process Improvement

Identification of improvement opportunities and assistance with implementing process improvement solutions.

Customized Workshops

Development of customized training programs designed to meet your department's unique needs.

Retreat Planning

Assistance with planning, developing, and delivering successful and fun business retreats.

360-Degree Evaluations

Facilitation of a comprehensive evaluation process that identifies your leadership strengths and areas for growth.

Please contact us at 585-2300 for additional information about our services, or with any questions you have about how we can meet your individual and organizational needs.

SUMMER/FALL 2005 WORKSHOP CALENDAR

A brief description of each workshop is available on pages 1 through 4. Workshops are subject to change. For more information, please contact Organizational Development Services at 585-2300 or visit www.hr.utah.edu/ods/ to register on-line.

	<u>DATE</u>	<u>WORKSHOP</u>	<u>TIME</u>
MAY	12 Thursday	Business Writing	9:00 - 1:00
	17 Tuesday	Delegation	9:00 - 1:00
	18 Wednesday	Anger Management	9:00 - 1:00
	19 Thursday	Navigating Communication Styles	1:00 - 5:00
	26 Thursday	Meeting Management	9:00 - 1:00
	31 Tuesday	Transitioning from Staff to Manager	1:00 - 5:00
JUNE	9 Thursday	Documentation	9:00 - 12:00
	14 Tuesday	Enhancing Innovation & Creativity	1:00 - 5:00
	15 Wednesday	Discrimination, Sexual Harassment, & ADA for Employees	9:00 - 11:30
	16 Thursday	First Line Fundamentals	9:00 - 11:30
	23 Thursday	Listening Skills	9:00 - 1:00
	28 Tuesday	Managing Employee Performance	1:00 - 4:00
	30 Thursday	Communication with Your Manager	1:00 - 5:00
JULY	7 Thursday	Interviewing Skills	9:00 - 1:00
	12 Tuesday	Goal Setting	9:00 - 1:00
	14 Thursday	Giving & Receiving Difficult Feedback	1:00 - 5:00
AUGUST	2 Tuesday	Interpersonal Communication	1:00 - 5:00
	4 Thursday	Presentation Skills	1:00 - 5:00
	9 Tuesday	CARE	1:00 - 5:00
	11 Thursday	Conflict Management	1:00 - 5:00
	18 Thursday	Calming Upset Customers	1:00 - 5:00
	23 Tuesday	Business Writing	1:00 - 5:00
SEPTEMBER	6 Tuesday	Working with Difficult People	9:00 - 1:00
	8 Thursday	Enhancing Innovation & Creativity	9:00 - 1:00
	13 Tuesday	Effective Decision-Making	9:00 - 1:00
	13 Tuesday	Managing Diversity	1:00 - 3:30
	14 Wednesday	Methods & Tools for Process Improvement	9:00 - 5:00
	15 Thursday	Assertiveness Skills	9:00 - 1:00
	20 Tuesday	Navigating Communication Styles	9:00 - 1:00
	22 Thursday	Transitioning from Staff to Manager	9:00 - 1:00
	27 Tuesday	Discrimination, Sexual Harassment, & ADA for Supervisors/Mgrs	1:30 - 3:30
	27 Tuesday	Leading Organizational Change	9:00 - 1:00
	28 Wednesday	Communication with Your Manager	9:00 - 1:00

	<u>DATE</u>	<u>WORKSHOP</u>	<u>TIME</u>
OCTOBER	4 Tuesday	Documentation	9:00 - 12:00
	6 Thursday	First Line Fundamentals	9:00 - 11:30
	11 Tuesday	Meeting Management	9:00 - 1:00
	11 Tuesday	Train the Trainer Day 1	9:00 - 5:00
	13 Thursday	Delegation	9:00 - 1:00
	18 Tuesday	Managing Employee Performance	9:00 - 12:00
	18 Tuesday	Train the Trainer Day 2	9:00 - 5:00
	20 Thursday	Total Quality Management	9:00 - 1:00
	26 Wednesday	Dealing with Change	9:00 - 11:00
	27 Thursday	Listening Skills	1:00 - 5:00
NOVEMBER	1 Tuesday	Time Management	9:00 - 1:00
	3 Thursday	Anger Management	9:00 - 1:00
	3 Thursday	Train the Trainer Day 3 Putting It All Together	9:00 - 1:00
	8 Tuesday	Business Writing	9:00 - 1:00
	10 Thursday	Interpersonal Communications	9:00 - 1:00
	15 Tuesday	Giving & Receiving Difficult Feedback	9:00 - 1:00
	16 Wednesday	Stress Management	9:00 - 11:00
	17 Thursday	Goal Setting	9:00 - 1:00
DECEMBER	1 Thursday	Presentation Skills	9:00 - 1:00
	6 Tuesday	Conflict Management	9:00 - 1:00
	8 Thursday	Calming Upset Customers	9:00 - 1:00
	8 Thursday	Discrimination, Sexual Harassment, & ADA for Employees	9:00 - 11:30
	13 Tuesday	CARE	9:00 - 1:00

*Leadership and Learning are
indispensable to each other.*

— John F. Kennedy

