

LOOKING FOR A CLASS TRAINING AND DEVELOPMENT USED TO OFFER?

[Ready to register?](#)

Crosswalk from 2008 offerings to 2009 offerings:

2008	2009
Anger Management	same
Assertiveness Skills	same
Business Writing	same
Calming Upset Customers	Customer Care Challenges
Communicating with your Manager	Communication That Influences
Conflict Management	same
Customer Care Essentials	Creating a Positive Customer Experience
Dealing with Change	same
Decision Making	same
Delegation	Delegation (Management Essentials)
Discrimination, SH, & ADA for Managers	same
Documenting Employee Performance	Addressing Poor Performance & the Discipline Process (Mgmt Essentials)
FMLA	same
Giving & Receiving Feedback	Giving & Receiving Feedback Among Co-Workers
Goal Setting	Goal Setting and Personal Motivation
Hiring and Interviewing	Recruiting, Hiring, and Retaining the Best (Management Essentials)
HR Policies for Supervisors	Human Resource Skills Workshop Series
Innovation and Creativity	Enhancing Innovation and Creativity
Interpersonal Communication	see Interpersonal Series (includes 7 related workshops)
Leading Organizational Change	same
Listening Skills	same
Mgmt Dev: Intro to Mgmt & Leadership	Introduction to Management (Management Essentials)
Mgmt Dev: Persuasive Comm	Communication that Influences
Mgmt Dev: Ethical & Legal Issues	Ethical & Legal Issues (Management Essentials)
Mgmt Dev: Selecting the Right Person	Human Resource Series - Recruiting, Hiring, and Retaining the Best
Mgmt Dev: Performance Management	Performance Management (Management Essentials)
Building Effective Teams	Building a High-Performing Team (Management Essentials)
Mgmt Dev: Addressing Poor Performance	Addressing Poor Performance & the Discipline Process (Mgmt Essentials)
Mgmt Dev: Result-Driven Meetings & Projects	Result-Driven Meetings & Projects (Mgmt Essentials)
Managing Diversity	Communicating in a Diverse Environment
Medical Terminology	same
Meeting Planning & Facilitation	Result-Driven Meetings & Projects (Mgmt Essentials)
Navigating Communication Styles	same
PAN Form Training	ePAF Training
Payroll Training	No longer offered (call Payroll Department directly for assistance)
Performance Management	Performance Management (Management Essentials)
Personal Productivity & Workplace Org.	Time Management and Personal Productivity
Presentation Skills	Presentation Basics
Stress Management	same
Survival Spanish for Healthcare Providers	same
Team Communication & Collaboration (Lost at Sea)	same
Time Management	Time Management and Personal Productivity
Train-the-Trainer	TBD (call for options outside of T & D)
Training Lite: Preparing for a Difficult Conversation	Creating Effective Relationships
Transitioning from Staff to Manager	Relationship Management for the Supervisor
Working with Difficult People	same