

Coaching and Positive Discipline

Dates: January 11, 2012 (Wednesday)

Time: 9-12

Location: Central Building, 8th floor

Focus on developing employees instead of telling them all of the answers. Help them unlock their potential and enhance their own job performance. Provide perspectives and encouragement while concurrently setting high standards and expectations. Learn to create an environment that fosters critical thinking and problem solving to achieve results.

The problem with nearly all discipline systems is that they focus on what is being done incorrectly, while ignoring behavior that is correct. Learn to resolve tough performance problems and ensure that expectations are communicated in a fair, clear and realistic manner. Focus on five key steps that will help you confidently address performance issues and achieve better outcomes.

Why the Concern about Succession Planning?

Date: January 12, 2012 (Thursday)

Time: 9-11 am

Location: Central Building, 8th floor

We need people who are qualified and ready to carry on the strategic plans of the organization when others move up, retire, or move on. Succession planning identifies critical competencies and characteristics needed at all levels to support the future direction of the organization. This type of planning includes establishing measurements to guide and evaluate succession results. This class will provide an overview, benefits, case study application, and key steps to successful succession planning.

Mentoring Others

Date: January 20, 2012 (Friday)

Time: 9:30-11:30

Location: Central Building, 8th floor

Mentors serve as advisors, role models, and leaders who contribute knowledge and skills by sharing their personal experiences with others. Through relationships built on trust and respect, they work with individuals to assist them in achieving their personal and professional growth. They provide one-on-one mentoring through face to face, telephone, and/or email meetings. This class will discuss mentoring standards, effective communication, progress evaluation, and documentation.

Performance Management

Date: January 31, 2012 (Tuesday)

Time: 8:30 – 12:30

Location: EDII 8/121

Want to strengthen your supervisory knowledge and skills? If your true goal is employee development and organizational improvement; learn to place the focus on what you really want to create in your organization. Performance Management includes: Planning work and setting expectations, Continually Monitoring performance, Developing the capacity to perform, Periodically Rating performance, and rewarding good performance. Through effective Performance Management you can set the expectations, manage the process and guide your employees in accomplishing the mission and vision of the organization. In this workshop you will gain the skill to help you, develop strategies for effective hiring, training, planning, coaching, performance evaluation, discipline, and reward and recognition.

Critical Thinking

Date: February 6, 2012 (Monday)

Time: 9-11 am

Location: Central Building, 8th floor

Assess your own personal thinking style and the style of others. Learn how to systematically analyze a target problem in a fair-minded way through critical thinking and creative problem solving. Improve reasoning abilities, challenge assumptions, consider impact and consequences, and make better-informed decisions.

Conflict Resolution and Crucial Confrontations

Date: February 9, 2012 (Thursday)

Time: 9 – 12 noon

Location: Central Building, 8th floor

Conflict is a fact of life. In this class you will identify your preferred conflict-handling style and different modalities that make a difference between positive and negative outcomes. Interactive step-by-step processes will be provided from Crucial Confrontations for enhancing accountability, improving performance, and ensuring execution for both individuals and teams.

Team Building: What Does It Take?

Date: February 16, 2012 (Thursday)

Time: 8:30-12 noon

Location: Central Building, 8th floor

This class discusses how to deliberately create a team by focusing on factors that can either support or block team performance. Learning how to build trust, accountability, and commitment will encourage teams to use more effective communication, problem solving, and decision making processes. Participants will use assessment tools and hands on activities to learn more about dynamics and dysfunctions that occur in teams and organizations.

The Influence of Positive Impressions and Customer Service

Date: February 16, 2012 (Thursday)

Time: 1-3:30 pm

Location: Central Building, 8th floor

First encounters and ongoing interactions leave lasting impressions. How is your report card with our patients, visitors, and employees? Discuss how to maintain respectful relationships and meet customer expectations even when difficulties arise and ideas clash.

Leading Change

Date: February 23, 2012 (Thursday)

Time: 8:30 – 12:30

Location: IDW 114A/B

Change is one of the most important issues facing organizations today. To be successful, change is both mandatory and inevitable. Organizations that emerge as leaders are the ones whose managers embrace and master these changes successfully. Leading and managing change involves more than simply reducing resistance; it involves creating an awareness of the challenges and responsibilities that each employee faces as a change initiative goes forward. To be effective, the process of change must be planned and managed systematically. This course will provide the skills, strategies, and knowledge to understand, adapt, create, and implement change and to move employees toward a new and positive direction in order to ensure a strong and successful future for the organization.

Professional Presentations

Date: Part I – March 5, 2012 (Monday); Part II – March 19, 2012 (Monday)

Time: 9-11 am

Location: Central Building, 8th floor

Do you struggle when it comes to presenting in front of others? Do you need help ensuring your message is clear, organized and relevant? Can you effectively integrate technology in with presentations? Learn and practice techniques to improve skills. This is a 2 part class and will include videotaping with critique of presentation skills.

Crucial Conversations **

Date: Part I – March 6, 2012 (Tuesday), and Part II – March 13, 2012 (Tuesday)

Time: 8:30 – 12:30 (both days)

Location: Hamlen Board Room, 12th Floor Jack Stephens Spine Center

When stakes are high, opinions vary, and emotions run strong, you can avoid crucial conversations and suffer the consequences; handle them poorly and suffer the consequences; or attend this course and discover how to communicate best when it matters most. You will learn how to step up to difficult and important conversations, say what's on your mind, and achieve positive resolutions.

Managing Millennials

Date: March 20, 2012 (Tuesday)

Time: 8:30 - 12:30

Location: EDII 8/121

The phrase, “What is up with these new hires?” is not a new one, but with Millennials, there seems to be an entirely new set of challenges and opportunities. Millennials are the group of new hires that started college in the new millennium, and they happen to be different. Not good different and not bad different – just different; leaving managers and older generations scrambling to understand and work with this unique crowd. In this fun, engaging workshop, you’ll learn everything you need to know about Millennials. What makes them tick? What are their assets, liabilities, communication preferences, and top motivators? Then learn how to best work with them and get the most out of them with a new set of managerial techniques that appeals to this group.

Coaching and Positive Discipline

Date: March 22, 2012 (Thursday)

Time: 9-12 noon

Location: Central Building, 8th floor

Focus on developing employees instead of telling them all of the answers. Help them unlock their potential and enhance their own job performance. Provide perspectives and encouragement while concurrently setting high standards and expectations. Learn to create an environment that fosters critical thinking and problem solving to achieve results.

The problem with nearly all discipline systems is that they focus on what is being done incorrectly, while ignoring behavior that is correct. Learn to resolve tough performance problems and ensure that expectations are communicated in a fair, clear and realistic manner. Focus on five key steps that will help you confidently address performance issues and achieve better outcomes.

Conflict Resolution and Crucial Confrontations

Date: April 9, 2012 (Monday)

Time: 12-3pm

Location: Central Building, 8th floor

Conflict is a fact of life. In this class you will identify your preferred conflict-handling style and different modalities that make a difference between positive and negative outcomes. Interactive step-by-step processes will be provided from Crucial Confrontations for enhancing accountability, improving performance, and ensuring execution for both individuals and teams.

Critical Thinking Course

Date: April 9, 2012 (Monday)

Time: 9-11 am

Location: Central Building, 8th floor

Assess your own personal thinking style and the style of others. Learn how to systematically analyze a target problem in a fair-minded way through critical thinking and creative problem solving. Improve reasoning abilities, challenge assumptions, consider impact and consequences, and make better-informed decisions.

HR Toolkit

Date: April 12, 2012 (Thursday) and April 13, 2012 (Friday)

Time: 8:30 – 4:00 (both days)

Location: IDW 114A/B (12th) EDII 8/121(13th)

This workshop will provide the participants with the information needed to enact UAMS' most common human resource practices and procedures. The course will be facilitated by various HR representatives presenting information on such topics as Recruiting, Compensation, Leave Policies, Employee Services, Employee Assistance Program, Workers Compensation and Progressive Discipline. It is recommended for new supervisors, HR managers, and those wanting a refresher on these important HR topics.

Mentoring Others

Date: April 20, 2012 (Friday)

Time: 9-11:30 am

Location: Central Building, 8th floor

Mentors serve as advisors, role models, and leaders who contribute knowledge and skills by sharing their personal experiences with others. Through relationships built on trust and respect, they work with individuals to assist them in achieving their personal and professional growth. They provide one-on-one mentoring through face to face, telephone, and/or email meetings. This class will discuss mentoring standards, effective communication, progress evaluation, and documentation.

Communication in the Workplace

Date: April 26, 2012 (Thursday)

Time: 8:30 – 12:30

Location: IDW 114A/B

Effective communication is fundamental to success in all professional and personal endeavors. Poor communication is responsible for the majority of errors, confusion or problems in the workplace. Most people desire the effective communication skills that could improve the quality of our professional relationships; advance team and meeting efficiency; strengthen our leadership skills; facilitate effective workplace conflict resolution; and simply help us communicate more effectively. In this workshop, participants will learn the concepts of effective interpersonal communication and develop necessary skills to communicate successfully in the workplace. This course will focus on understanding the nature communication and common communication issues and developing communication skills including empathy, perspective-taking, non-verbal behavior, and listening.

Why the Concern about Succession Planning?

Date: May 14, 2012 (Monday)

Time: 1-3 pm

Location: Central Building, 8th floor

We need people who are qualified and ready to carry on the strategic plans of the organization when others move up, retire, or move on. Succession planning identifies critical competencies and characteristics needed at all levels to support the future direction of the organization. This type of planning includes establishing measurements to guide and evaluate succession results. This class will provide an overview, benefits, case study application, and key steps to successful succession planning.

Conflict Transformation

Date: May 15, 2012 (Tuesday)

Time: 8:30 – 12:30

Location: IDW 114A/B

In today's workplace, conflict can be especially disruptive to the productivity, satisfaction, and safety of employees and to the overall effectiveness of the organization. The transformative approach views conflict as a part of the basic dynamic of the dialectical nature of human interaction in which people struggle to balance concern for self with connection to others. In this type of conflict intervention, the relational aspects and the communication process are equally as important as the substantive aspects of the problem or situation. This workshop will provide participants with the skills and resources necessary to manage conflicts constructively; to solve problems creatively; to make difficult decisions collaboratively; and to develop emotionally, socially, and cognitively.

The Influence of Positive Impressions and Customer Service

Date: May 16, 2012 (Wednesday)

Time: 9:15-11:45 a,

Location: Central Building, 8th floor

First encounters and ongoing interactions leave lasting impressions. How is your report card with our patients, visitors, and employees? Discuss how to maintain respectful relationships and meet customer expectations even when difficulties arise and ideas clash.

Introduction to Project Management

Date: May 24, 2012 (Thursday)

Time: 8:30 – 4:30

Location: EDII 8/121

This introductory training in project management will help you deliver smarter solutions on time and within budget. Designed to help you keep projects on track even in the toughest, most unpredictable times, this course includes information regarding creating a project plan, assessing project risk, managing multiple projects, managing enterprise-wide initiatives, scheduling, controlling, managing, and measuring project outcomes.

Professional Presentations

Date: Part I – June 4, 2012 (Monday); Part II- June 18, 2012 (Monday)

Time: 9-11 am

Location: Central Building, 8th floor

Do you struggle when it comes to presenting in front of others? Do you need help ensuring your message is clear, organized and relevant? Can you effectively integrate technology in with presentations? Learn and practice techniques to improve skills. This is a 2 part class and will include videotaping with critique of presentation skills.

Team Building: What Does It Take?

Date: June 7, 2012 (Thursday)

Time: 8:30-12 noon

Location: Central Building, 8th floor

This class discusses how to deliberately create a team by focusing on factors that can either support or block team performance. Learning how to build trust, accountability, and commitment will encourage teams to use more effective communication, problem solving, and decision making processes.

Participants will use assessment tools and hands on activities to learn more about dynamics and dysfunctions that occur in teams and organizations.

Crucial Conversations **

Date: Part I – June 8, 2012 (Friday), and Part II – June 22, 2012 (Friday)

Time: 8:30 – 12:30 (both days)

Location: Central Building, 8th floor

When stakes are high, opinions vary, and emotions run strong, you can avoid crucial conversations and suffer the consequences; handle them poorly and suffer the consequences; or attend this course and discover how to communicate best when it matters most. You will learn how to step up to difficult and important conversations, say what's on your mind, and achieve positive resolutions.

Conflict Resolution and Crucial Confrontations

Date: June 11, 2012 (Monday)

Time: 9-12 noon

Location: Central Building, 8th floor

Conflict is a fact of life. In this class you will identify your preferred conflict-handling style and different modalities that make a difference between positive and negative outcomes. Interactive step-by-step processes will be provided from Crucial Confrontations for enhancing accountability, improving performance, and ensuring execution for both individuals and teams.

Critical Thinking Course

Date: June 11, 2012 (Monday)

Time: 1-3 pm

Location: Central Building, 8th floor

Assess your own personal thinking style and the style of others. Learn how to systematically analyze a target problem in a fair-minded way through critical thinking and creative problem solving. Improve reasoning abilities, challenge assumptions, consider impact and consequences, and make better-informed decisions.

Emotional and Social Intelligence

Date: June 12, 2011 (Tuesday)

Time: 8:30 - 12:30

Location: IDW 114A/B

Understanding and improving the connection between emotions and actions is crucial to business and personal success. Emotional Intelligence is the ability to recognize emotions, understand what they are telling you, and realize how they affect you and the people around you. Using Emotional Intelligence, we are able to manage our emotions effectively, resolve conflict nonviolently, and make decisions responsibly. This workshop will help you develop and enhance the emotional, social, and relationship skills that will positively impact your work; increase effective leadership skills; and build more productive relationships—and in doing so, tap into a whole new level of achievement in your career.

Coaching and Positive Discipline

Date: June 14, 2012 (Thursday)

Time: 9-12 noon

Location: Central Building, 8th floor

Focus on developing employees instead of telling them all of the answers. Help them unlock their potential and enhance their own job performance. Provide perspectives and encouragement while concurrently setting high standards and expectations. Learn to create an environment that fosters critical thinking and problem solving to achieve results.

The problem with nearly all discipline systems is that they focus on what is being done incorrectly, while ignoring behavior that is correct. Learn to resolve tough performance problems and ensure that expectations are communicated in a fair, clear and realistic manner. Focus on five key steps that will help you confidently address performance issues and achieve better outcomes.

Managing Stress and Finding Work/Life Balance

Date: July 10, 2012 (Tuesday)

Time: 8:30 – 12:30

Location: TBD

Have you ever wondered how you can fit all you have to do into one day or week; how to have a full time job and take care of yourself and your family's needs? We understand that managing the stress of balancing work and personal responsibilities can be overwhelming. UAMS is sensitive to your needs and has developed and supported various policies, activities and organizations to assist you. In this workshop you will learn about the different programs and opportunities available to UAMS employees to assist in a healthy work/life balance. We will also provide some tips and take away suggestions for maintaining that balance.

Mentoring Others

Date: July 10, 2012 (Tuesday)

Time: 8:30-11:00 am

Location: Central Building, 8th floor

Mentors serve as advisors, role models, and leaders who contribute knowledge and skills by sharing their personal experiences with others. Through relationships built on trust and respect, they work with individuals to assist them in achieving their personal and professional growth. They provide one-on-one mentoring through face to face, telephone, and/or email meetings. This class will discuss mentoring standards, effective communication, progress evaluation, and documentation.

Conflict Resolution and Crucial Confrontations

Date: August 6, 2012 (Monday)

Time: 9 – 12 noon

Location: Central Building, 8th floor

Conflict is a fact of life. In this class you will identify your preferred conflict-handling style and different modalities that make a difference between positive and negative outcomes. Interactive step-by-step processes will be provided from Crucial Confrontations for enhancing accountability, improving performance, and ensuring execution for both individuals and teams.

Critical Thinking Course

Date: August 6, 2012 (Monday)

Time: 1-3 pm

Location: Central Building, 8th floor

Assess your own personal thinking style and the style of others. Learn how to systematically analyze a target problem in a fair-minded way through critical thinking and creative problem solving. Improve reasoning abilities, challenge assumptions, consider impact and consequences, and make better-informed decisions.

Collaborative and Creative Problem-Solving

Date: August 7, 2011 (Tuesday)

Time: 8:30 – 12:30

Location: TBD

In this workshop participants will learn to apply numerous critical thinking techniques to real-world business challenges in this highly interactive and engaging workshop. The session incorporates a simple critical thinking framework for approaching problems and decisions, while fostering creativity, collaboration, and innovation. The framework and techniques learned enable faster, quality decisions; creative solutions to problems and strategies; and higher productivity, quality and accountability.

Why the Concern about Succession Planning?

Date: August 8, 2012 (Wednesday)

Time: 10-12 pm

Location: Central Building, 8th floor

We need people who are qualified and ready to carry on the strategic plans of the organization when others move up, retire, or move on. Succession planning identifies critical competencies and characteristics needed at all levels to support the future direction of the organization. This type of planning includes establishing measurements to guide and evaluate succession results. This class will provide an overview, benefits, case study application, and key steps to successful succession planning.

Team Building: What Does It Take?

Date: August 9, 2012 (Thursday)

Time: 8:30-12 noon

Location: Central Building, 8th floor

This class discusses how to deliberately create a team by focusing on factors that can either support or block team performance. Learning how to build trust, accountability, and commitment will encourage teams to use more effective communication, problem solving, and decision making processes. Participants will use assessment tools and hands on activities to learn more about dynamics and dysfunctions that occur in teams and organizations.

The Influence of Positive Impressions and Customer Service

Date: August 13, 2012 (Monday)

Time: 1-3:30 pm

Location: Central Building, 8th floor

First encounters and ongoing interactions leave lasting impressions. How is your report card with our patients, visitors, and employees? Discuss how to maintain respectful relationships and meet customer expectations even when difficulties arise and ideas clash.

Leading Change

Date: August 28, 2011 (Thursday)

Time: 8:30 – 12:30

Location:

Change is one of the most important issues facing organizations today. To be successful, change is both mandatory and inevitable. Organizations that emerge as leaders are the ones whose managers embrace and master these changes successfully. Leading and managing change involves more than simply reducing resistance; it involves creating an awareness of the challenges and responsibilities that each employee faces as a change initiative goes forward. To be effective, the process of change must be planned and managed systematically. This course will provide the skills, strategies, and knowledge to understand, adapt, create, and implement change and to move employees toward a new and positive direction in order to ensure a strong and successful future for the organization.

Professional Presentations

Date: Part I – September 5, 2012 (Wednesday); Part II – September 20, 2012 (Thursday)

Time: 10-12 noon

Location: Central Building, 8th floor

Do you struggle when it comes to presenting in front of others? Do you need help ensuring your message is clear, organized and relevant? Can you effectively integrate technology in with presentations? Learn and practice techniques to improve skills. This is a 2 part class and will include videotaping with critique of presentation skills.

Crucial Conversations **

Date: Part I – September 7, 2012 (Friday), and Part II – September 21, 2012 (Friday)

Time: 8:30 – 12:30 (both days)

Location: Central Building, 8th floor

When stakes are high, opinions vary, and emotions run strong, you can avoid crucial conversations and suffer the consequences; handle them poorly and suffer the consequences; or attend this course and discover how to communicate best when it matters most. You will learn how to step up to difficult and important conversations, say what's on your mind, and achieve positive resolutions.

Building Teams: Working Better Together

Date: September 13, 2012 (Thursday)

Time: 8:30 – 12:30

Location:

Effective teamwork remains the one sustainable competitive advantage that has been largely untapped. Good team relationships are the catalyst to a productive group with great morale and motivation. This interactive training session will include information and skill-building exercises on understanding team dynamics; leading high performance teams; developing effective team communication, problem-solving, and decision-making; and overcoming the five dysfunctions of a team.

Coaching and Positive Discipline

Dates: September 14, 2012 (Friday)

Time: 9-12 noon

Location: Central Building, 8th floor

Focus on developing employees instead of telling them all of the answers. Help them unlock their potential and enhance their own job performance. Provide perspectives and encouragement while concurrently setting high standards and expectations. Learn to create an environment that fosters critical thinking and problem solving to achieve results.

The problem with nearly all discipline systems is that they focus on what is being done incorrectly, while ignoring behavior that is correct. Learn to resolve tough performance problems and ensure that expectations are communicated in a fair, clear and realistic manner. Focus on five key steps that will help you confidently address performance issues and achieve better outcomes.

Mentoring Others

Date: October 11, 2012 (Thursday)

Time: 8:30-11:00 am

Location: Central Building, 8th floor

Mentors serve as advisors, role models, and leaders who contribute knowledge and skills by sharing their personal experiences with others. Through relationships built on trust and respect, they work with individuals to assist them in achieving their personal and professional growth. They provide one-on-one mentoring through face to face, telephone, and/or email meetings. This class will discuss mentoring standards, effective communication, progress evaluation, and documentation.

Conflict Resolution and Crucial Confrontations

Date: October 15, 2012 (Monday)

Time: 9 – 12 noon

Location: Central Building, 8th floor

Conflict is a fact of life. In this class you will identify your preferred conflict-handling style and different modalities that make a difference between positive and negative outcomes. Interactive step-by-step processes will be provided from Crucial Confrontations for enhancing accountability, improving performance, and ensuring execution for both individuals and teams.

Critical Thinking Course

Date: October 15, 2012 (Monday)

Time: 1-3 pm

Location: Central Building, 8th floor

Assess your own personal thinking style and the style of others. Learn how to systematically analyze a target problem in a fair-minded way through critical thinking and creative problem solving. Improve reasoning abilities, challenge assumptions, consider impact and consequences, and make better-informed decisions.

HR Toolkit

Date: October 15, 2012 (Monday) and October 16, 2012 (Tuesday)

Time: 8:30 – 4:00 (both days)

Location: TBD

This workshop will provide the participants with the information needed to enact UAMS' most common human resource practices and procedures. The course will be facilitated by various HR representatives presenting information on such topics as Recruiting, Compensation, Leave Policies, Employee Services, Employee Assistance Program, Workers Compensation and Progressive Discipline. It is recommended for new supervisors, HR managers, and those wanting a refresher on these important HR topics.

The Influence of Positive Impressions and Customer Service

Date: October 18, 2012 (Thursday)

Time: 8:30-11:00 am

Location: Central Building, 8th floor

First encounters and ongoing interactions leave lasting impressions. How is your report card with our patients, visitors, and employees? Discuss how to maintain respectful relationships and meet customer expectations even when difficulties arise and ideas clash.

Introduction to Project Management

Date: October 25, 2012 (Thursday)

Time: 8:30 – 4:30

Location: TBD

This introductory training in project management will help you deliver smarter solutions on time and within budget. Designed to help you keep projects on track even in the toughest, most unpredictable times, this course includes information regarding creating a project plan; assessing project risk; managing multiple projects; managing enterprise-wide initiatives; scheduling, controlling, managing, and measuring project outcomes.

Employee Engagement: Creating a Passion for Excellence

Date: November 6, 2012 (Tuesday)

Time: 8:30 – 12:30

Location: TBD

Engaged employees are not just committed, they are passionate and proud. They have a line of sight on their own future and the organization's mission and goals. They are enthused and in gear using their talents and efforts to make a difference in their employer's desire for sustained success. Engaged employees want their organization to succeed because they feel connected emotionally, socially, and even spiritually to its mission, vision, and purpose. This workshop will provide participants with the skills and resources necessary to engage your employees in order to foster a more productive, effective and efficient workplace. We will also cover recognition and rewards as part of the engagement process.

Team Building: What Does It Take?

Date: November 9, 2012 (Friday)

Time: 8:30-12 noon

Location: Central Building, 8th floor

This class discusses how to deliberately create a team by focusing on factors that can either support or block team performance. Learning how to build trust, accountability, and commitment will encourage teams to use more effective communication, problem solving, and decision making processes. Participants will use assessment tools and hands on activities to learn more about dynamics and dysfunctions that occur in teams and organizations.

Coaching and Positive Discipline

Dates: November 12, 2012 (Monday)

Time: 9-12 noon

Location: Central Building, 8th floor

Focus on developing employees instead of telling them all of the answers. Help them unlock their potential and enhance their own job performance. Provide perspectives and encouragement while concurrently setting high standards and expectations. Learn to create an environment that fosters critical thinking and problem solving to achieve results.

The problem with nearly all discipline systems is that they focus on what is being done incorrectly, while ignoring behavior that is correct. Learn to resolve tough performance problems and ensure that expectations are communicated in a fair, clear and realistic manner. Focus on five key steps that will help you confidently address performance issues and achieve better outcomes.

Professional Presentations

Date: Part I – November 12, 2012 (Monday)

Time: 9-11 am

Date: Part II – November 28, 2012 (Wednesday)

Time: 10-12 noon

Location: Central Building, 8th floor

Do you struggle when it comes to presenting in front of others? Do you need help ensuring your message is clear, organized and relevant? Can you effectively integrate technology in with presentations? Learn and practice techniques to improve skills. This is a 2 part class and will include videotaping with critique of presentation skills.

Developing Others

Date: November 15, 2012 (Thursday)

Time: 8:30 – 12:30

Location: TBD

Critical to employee retention and satisfaction and overall organizational success is its ability to develop employees as future leaders of the organization. This session will include topics such as planning for optimum performance, ongoing evaluation and feedback, coaching for professional development and disciplinary actions.

Conflict Resolution and Crucial Confrontations

Date: December 3, 2012 (Monday)

Time: 9 – 12 noon

Location: Central Building, 8th floor

Conflict is a fact of life. In this class you will identify your preferred conflict-handling style and different modalities that make a difference between positive and negative outcomes. Interactive step-by-step processes will be provided from Crucial Confrontations for enhancing accountability, improving performance, and ensuring execution for both individuals and teams.

Critical Thinking Course

Date: December 3, 2012 (Monday)

Time: 1-3 pm

Location: Central Building, 8th floor

Assess your own personal thinking style and the style of others. Learn how to systematically analyze a target problem in a fair-minded way through critical thinking and creative problem solving. Improve reasoning abilities, challenge assumptions, consider impact and consequences, and make better-informed decisions.

The Influence of Positive Impressions and Customer Service

Date: December 5, 2012 (Wednesday)

Time: 9:30-12 noon

Location: Central Building, 8th floor

First encounters and ongoing interactions leave lasting impressions. How is your report card with our patients, visitors, and employees? Discuss how to maintain respectful relationships and meet customer expectations even when difficulties arise and ideas clash.

Why the Concern about Succession Planning?

Date: December 6, 2012 (Thursday)

Time: 10-12 noon

Location: Central Building, 8th floor

We need people who are qualified and ready to carry on the strategic plans of the organization when others move up, retire, or move on. Succession planning identifies critical competencies and characteristics needed at all levels to support the future direction of the organization. This type of planning includes establishing measurements to guide and evaluate succession results. This class will provide an overview, benefits, case study application, and key steps to successful succession planning.

Performance Management

Date: December 11, 2012 (Tuesday)

Time: 8:30 – 12:30

Location: TBD

Want to strengthen your supervisory knowledge and skills? If your true goal is employee development and organizational improvement; learn to place the focus on what you really want to create in your organization. Performance Management includes: Planning work and setting expectations, Continually Monitoring performance, Developing the capacity to perform, Periodically Rating performance, and rewarding good performance. Through effective Performance Management you can set the expectations, manage the process and guide your employees in accomplishing the mission and vision of the organization. In this workshop you will gain the skill to help you, develop strategies for effective hiring, training, planning, coaching, performance evaluation, discipline, and reward and recognition.

HR Roundtable

On the third week of each month, the UAMS Office of Human Resources is conducting a series of HR Roundtables in order to provide human resources and department managers with information on human resources issues. These sessions will be held on a monthly basis and will cover topics relevant to and requested by HR managers across UAMS. Please feel to bring lunch to these meetings. Dates for the 2012 HR Roundtable sessions are:

January 18, 2012 11:30-12:30, CPH 8240

February 16, 2012 (*HR Connects*), 1:00-2:30; CPH G219

March 14, 2012 11:30 – 12:30, CPH 8240

April 11, 2012, 11:30-12:30, ED II 8/121

May 16, 2012, 11:30-12:30, ED II 8/121

June 13, 2012, 11:30-12:30, ED II 8/121

July 18, 2012, 11:30-12:30

August 15, 2012, 11:30-12:30

September 19, 2012, 11:00-1:00

November 14, 2012, 11:30-12:30

December 12, 2012, 11:30-12:30

Online courses

The following courses are available online by going to:

<http://intranet.uams.edu/staffeducation/online/default.asp>

Effective Meetings

Understand how to prepare and implement productive meetings. Establish realistic and workable agendas. Identify methods to handle potential problems during meetings. Follow through and examine the process.

Time Management

Recognize and change unproductive work habits, wasted time and effort. Learn tips on how to focus time and energy on the most important work. Monitor progress and stay accountable for achieving results.

Leadership Development

In addition to the training opportunities listed above, UAMS offers comprehensive leadership development programs for all levels of leaders. In 2012, UAMS is introducing New Manager Boot Camp, a one day program introduction to management program. Please contact mwphillips2@uams.edu for additional information.

For new managers, *Leadership Essentials* will help you develop the core leadership competencies critical for organizational success. Please contact dajohnson@uams.edu for additional information. For experienced leaders, the *Management Academy* and *Leadership Challenge* will provide develop your professional leadership competencies. Please contact amolson@uams.edu for additional information. The *UAMS Leadership Institute*, for director level leaders, will develop executive leadership competencies in order to help leaders reach their full potential. Please contact mwphillips2@uams.edu for additional information.

How to Register:

To register for 2012 courses, please go to Training Tracker and select your course.

<https://secure.uams.edu/TrainingTracker/Default.aspx>. If you desire an additional course, a departmental training or have any questions, please contact the Organizational Development Department by emailing mwphillips2@uams.edu or Staff Education by emailing dajohnson@uams.edu.

