

### **HR Topics**

**Date: October 19, 2009, Monday**

**Time: 9:00 – 12:00**

**Location: JTS Hamlin Board Room**

This workshop is mandatory for all new supervisors and those who have not attended the training previously. The Affirmative Action presentation will introduce the participants to the new hiring practices required by the Office of Federal Contract Compliance Programs. In addition, the course will include updates to the ADA and FMLA policies and sexual harassment policies and prevention training.

This course is free of charge.

### **HR Toolkit**

**Date: October 20, 2009, Tuesday**

**Time: 8:30 – 4:00**

**Location: JTS Hamlin Board Room**

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.

This course is free of charge.

### **Conflict Transformation**

**Date: October 27, 2009, Tuesday**

**Time: 8:30 - 12:30**

**Location: IDW 214 A/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.

\$50 charge per person

## **Communication in the Workplace**

**Date: November 5, 2009, Thursday**

**Time: 8:30 – 12:30**

**Location: IDW 214 A/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.

\$50 charge per person

## **Finding Your STRENGTHS**

**Date: November 12, 2009, Thursday**

**Time: 8:30 – 12:30**

**Location: IDW 205 A/B**

*"Hide not your talents. They for use were made. What's a sundial in the shade?"*

*~ Benjamin Franklin*

Do you have the opportunity to do what you do best *every day*? Chances are you don't. All too often, our natural talents go untapped. In today's business environment, we devote more time to fixing our shortcomings than to developing our strengths. However, research has shown that the best way to develop people is to identify natural talents and build on those abilities to create strengths – the ability to provide consistent, near-perfect performance in a specific area. Prior to the course each participant will complete a strengths assessment which will identify their top five strengths from thirty-four common themes. During the training, participants will increase their understanding of how they can best utilize these strengths to develop themselves and those around them.

\$65 charge per person (*Cost includes materials, reports, and assessment*)

## **Crisis and Emergency Risk Communication**

**Date: November 17, 2009, Tuesday**

**Time: 9:00 – 4:00**

**Location: IDW 205 A/B**

Crisis and emergency risk communication (CERC) is an approach developed by the Centers for Disease Control and Prevention (CDC) and used by scientists, public health professionals, and organizational leaders to provide information that allows individuals, stakeholders, organizations, or an entire community, to make the best possible decisions under nearly impossible time constraints. Communicating in a crisis or high risk situation is different. In a serious event, all affected people take in information differently, process information differently and act on information differently. Leaders have found that many of the predictable harmful individual, organizational, and community behaviors can be mitigated with effective crisis and emergency risk communication. The CERC training program draws from lessons learned during public health emergencies and organizational crises, and incorporates best practices from the fields of risk and crisis communication. In any emergency situation – from public health risks to natural disasters to organizational crises; participants will learn to Be First, Be Right, and Be Credible.

\$50 charge per person

## **Leading Change**

**Date: December 3, 2009, Thursday**

**Time: 8:30 – 12:30**

**Location: IDW 214 A/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 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.

\$50 charge per person

## **Performance Management: Interviewing, Coaching, and Evaluating Employees**

**Date: December 10, 2009, Thursday**

**Time: 8:30 – 12:30**

**Location: 214 A/B**

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. Through this workshop, develop strategies for effective hiring, training, coaching, performance evaluation, discipline, and reward and recognition.

\$50 charge per person

To register for the Fall 2009 courses, please go to Training Tracker and select your course.

<https://secure.uams.edu/TrainingTracker/Default.aspx>. Questions? Please email [mwphillips2@uams.edu](mailto:mwphillips2@uams.edu)

