

Crucial Confrontations

Date: January 12, 2010, Tuesday

Time: 8:30 – 12:30

Location: IDW 214 A/B

Whatever the issue—from poor performance or unrealistic expectations to lack of teamwork or strained relationships—it is likely that you’re experiencing the effects of a crucial confrontation that’s either avoided or managed poorly. Based on the book, *Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior*, this training is focused on developing the necessary skills to reach desired results when faced with the need for a crucial confrontation. These situations are about in-the-moment, face-to-face accountability that when they are handled poorly, result in failed promises, missed expectations, lack of accountability, and bad behavior. This training will introduce participants to a straightforward step-by-step process for identifying and resolving performance gaps, strengthening accountability, eliminating inconsistency, and reducing resentment in order to make rapid and substantial improvements in individual, team, and organizational results.

\$50 charge per person

Solving Problems through Positive Deviance

Date: February 18, 2010, Thursday

Time: 8:30 – 12:30

Location: IDW 115 A

Positive Deviance is a “strength-based” or “asset-based” approach based on the belief that in every community there are certain individuals (“Positive Deviants”) whose special, or uncommon, practices and behaviors enable them to find better solutions to common problems than their neighbors or coworkers who share the same resources and face the same risks. This approach is founded on the premise that some solutions to community problems already exist within the community and just need to be discovered. Because behaviors change slowly, the solutions discovered within a community are more sustainable than those brought into the community from the outside. The Positive Deviance Approach can be applied to many prevalent issues from malnutrition to education to organizational effectiveness. In this training, participants will gain an understanding of the Positive Deviance Approach (PD); conduct a PD inquiry; and examine relevant case studies of Positive Deviance in action.

\$50 charge per person

Communication in the Workplace

Date: March 16, 2010, Tuesday

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

HR Toolkit

Date: April 12, 2010, Monday

Time: 8:30 – 4:00

Location: COPH G230

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.

HR Topics

Date: April 13, 2010, Tuesday

Time: 9:00 – 12:00

Location: COPH G228

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.

Performance Management

Date: May 20, 2010, Thursday

Time: 8:30 – 12:30

Location: IDW 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 Spring 2010 courses, please go to Training Tracker and select your course.

<https://secure.uams.edu/TrainingTracker/Default.aspx>. Questions? Please email mwphillips2@uams.edu

