

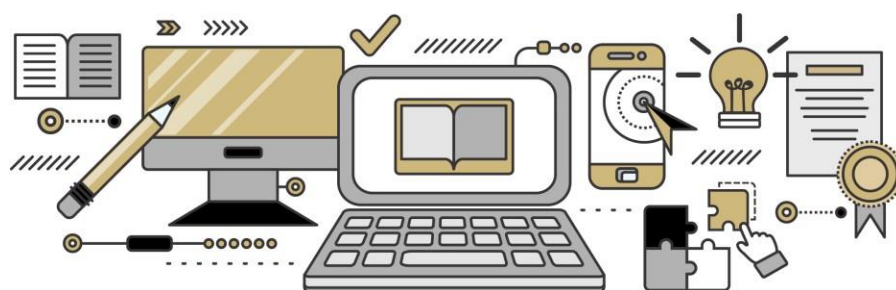


Human Resources

UNIVERSITY OF COLORADO
ANSCHUTZ MEDICAL CAMPUS

Learning and Development

Training Course Catalog



LEARNING AND DEVELOPMENT

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Learning and Development Resources

General Announcements

The Learning & Development team will send out a General Announcement on a (mostly) quarterly basis. These emails will be automatically sent to your University inbox, unless you unsubscribed. The content includes but is not limited to department updates, new training opportunities, and registration links to any upcoming trainings that have open capacity.

[Home Page](#)

Here you will find:

- **Contact information**
- Navigation to our other **webpages** (described in more detail below)
- **Calendar view** of our classes as well as brief descriptions of upcoming sessions with registration links
- Learning and Development **Highlights** – we continually update this information with new and relevant information from our department

[New Employee Orientation Webpage](#)

Here you will find:

- Campus highlight reel showing **on-campus resources** for employees
- **Employee Resources Document** with links to popular CU webpages, departments, and resources for employees
- **Registration links** for New Employee Orientation
- **FAQs** on the orientation registration process, **testimonials**, and orientation participation **statistics**

[Required Training Webpage](#)

Here you will find:

- **Required Courses Access Guide** that provides information on how to navigate the Skillsoft library
- Accordions with descriptions and direct Skillsoft links for **most popular required courses** for new employees and role specific training
- **Highlighted Course** with further explanation of who should take it and a preview of what's in the course

[Instructor Led Training Webpage](#)

Here you will find:

- Our **cancellation policy**
- Resources including an **Instructor Led Training Access Guide** that instructs on how to manage our course enrollments in Skillsoft, this **Course Catalog**, and an annual **Training Schedule** that lists all the dates of scheduled courses for the year
- Accordions with **descriptions and registration links** for all our trainings
- **FAQs and Testimonials**
- Learning and Development **Highlights** – we continually update this information with new and relevant information from our department in regards to Instructor Led Training courses
- Guest **Facilitator Spotlights** – we update this every quarter to spotlight our facilitators that come from outside of Learning and Development

[On-Line Training Resources Webpage](#)

Here you will find:

- Information about the **E-Learning Platforms** all employees and staff have access to through the University. (Skillsoft, LinkedIn Learning, Coursera, and FranklinCovey All-Access Pass)
- Online learning resources **comparison tool** and Online Courses and Training Modules **catalog**
- **Professional Development Topics** from LinkedIn Learning curated by our team on a quarterly basis

[Consulting and Custom Services Webpage](#)

Here you will find:

- Accordions with our **current services**
- Link to submit a customized consulting/training **request**
- Learning and Development **Highlights** – we continually update this information with new and relevant information from our department in regards to custom services
- **Testimonials**

[Manager Development Resources Webpage](#)

Here you will find:

- **Program overview** of our [Manager Certification Program](#)
- **Nomination links** to request nomination for the program or to nominate a direct report into the program
- **FAQs** and **Competency Chart** for the Manager Certification Program
- PDF of **SMART Goals Examples for Developing Leadership Competencies**
- **Recordings** of the Women in Leadership speaker series

Courses

4 Disciplines of Execution

(4 contact hours)

Course Description / Content

This interactive course guides you in removing the distractions of the day-to-day tasks in your day job and being able to focus on 'Wildly Important Goals' and execute these excellently. This course helps managers move from strategy to execution.

The objective of the 4DX process is to teach leaders how to help their teams execute on their highest priorities in the midst of the whirlwind of the day-to-day. We find that by not just teaching 4DX to leaders, but teaching them to teach and implement the process with their teams, they “own the process” at a deeper level and the results are often groundbreaking.

Upon completion, you will be able to:

- Clearly identify goals and priorities
- Identify and organize individual actions
- Track actions and achievements
- Apply simple processes that highlight successes, analyze failures, and course-corrects as necessary.

Who Should Attend

- Supervisors/managers and employees that are responsible for setting department goals

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** There will be 15 – 30 minutes of pre-work. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

5 Choices of Extraordinary Productivity

(5 contact hours)

Course Description / Content

Each day brings with it a new wave of urgencies that compete for our attention. Texts, emails, calls, meetings and more, all converge on our already full schedules. The result is a sense of being busy without actually being productive, which leaves people feeling burned out and unfulfilled. The sheer volume of daily distractions threatens our ability to think clearly and to make wise decisions about what is important.

The interactive and dynamic course, empowers individuals with clear discernment to avoid distractions and to accomplish the goals that matter most in their professional and personal lives.

Upon completion, you will be able to:

- Discern the important from the less important
- Identify and utilize a framework of what success looks like in your current role
- Identify tips and tools that can help you plan weekly and daily to execute excellence
- Recognize how technology can work for you
- Apply simple yet critical ways of increasing energy to make good decisions and feel more accomplished each day

Who Should Attend

- Supervisors/managers and employees at all levels of the University

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** There will be 15 – 30 minutes of pre-work to complete prior to each scheduled session. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

6 Critical Practices for Leading Teams

(7 contact hours)

Course Description / Content

Leading a team requires a different skillset than working as an individual contributor. To succeed in the face of new challenges this course provides insight into the mindsets, skillsets, and toolsets required to help supervisors excel in this sometimes tough and demanding role.

This interactive and dynamic course helps individuals transition successfully from an individual contributor to a leader of others. It also applies to leaders who have been in their roles for some time and are looking for practical and relevant guidance on how to effectively lead and manage their teams.

Upon completion, you will be able to:

- Explore the critical mindset shifts that will maximize your success as a leader of others.
- Conduct regular meetings to increase team engagement.
- Create clarity about team goals and results; delegate responsibility to team members while providing the right level of support.
- Use feedback to develop team member confidence and competence.
- Identify specific actions to help team members navigate and accelerate through change and achieve better performance.
- Use weekly planning to focus on the most important priorities and strengthen your ability to be an effective leader by applying the 5 Energy Drivers.

Who Should Attend

- University staff and faculty that supervise one or more individuals, as well as individuals looking to take on a supervisor/manager role

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** None

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Appreciation in the Workplace - Custom

(2 contact hours - available only as custom option)

Course Description / Content

A survey by the Society of Human Resource Management (SHRM) shows that employee recognition and engagement are key to retaining good employees. And, according to research conducted by the US Department of Labor, 64% of Americans who leave their jobs say they do so because they don't feel appreciated. Personally relevant and authentic appreciation leads to employee engagement, a positive culture, lower turnover and absenteeism, higher productivity and impacts the bottom line. This workshop utilizes the concepts from the book "The 5 Languages of Appreciation in the Workplace – Empowering Organizations by Encouraging People" to understand the impact communicating authentic appreciation can have on an individual, team and organization.

Upon completion, you will be able to:

- Identify your primary appreciation language
- Describe the difference between recognition and appreciation
- Recognize potential blind spots of your least valued language
- Identify ways to show appreciation in a remote/hybrid environment

Who Should Attend

- Anyone who supervises/manages Classified Staff, University Staff, and/or Faculty
- Classified Staff, University Staff, Faculty

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** There will be 15 – 30 minutes of pre-work to complete prior to each scheduled session. Details sent prior to session.

How to Register

- Currently this course is offered upon request only. Please submit a request on our [Consulting and Custom Course Services webpage](#).

Cost

- None

Articulating Your Success – Custom

(1.5 contact hours – available only as custom option)

Course Description / Content

Do you struggle with how to confidently and concisely articulate your accomplishments? Well, you are not alone. When it comes time to share our accomplishments during our annual performance review or during progress check-ins with our supervisor's we may struggle with what to write or say. This workshop will provide tips on how to do both and provide a framework for developing an action plan for creating a successful written summary of your accomplishments.

Upon completion, you will be able to:

- Describe why it is difficult to articulate accomplishments and successes to others – especially during performance evaluations
- Identify tips for writing effective accomplishment summaries
- Identify tips for speaking confidently about personal success
- Develop an action plan for creating a successful written summary of accomplishments and successes

Who Should Attend

- University staff and faculty

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** None

How to Register

- Currently this course is offered upon request only. Please submit a request on our [Consulting and Custom Course Services webpage](#).

Cost

- None

CliftonStrengths Coaching

(1 contact hours)

Completing the Top 5 CliftonStrengths Assessment

The Learning and Development team is happy to offer a coaching call to individuals who complete the Top 5 CliftonStrengths assessment on their own through Gallup. Please see [Gallup.com](https://www.gallup.com) for more information on purchasing and completing assessments. Codes can be purchased on their website or are provided in the Strengthsfinder 2.0 book.

What is Discussed during the Coaching Call

After meeting with an L&D team member, will be able to:

- Explain their top five talents to others
- Identify strategies to develop talents into strengths
- Compare 'balconies' & 'basements' associated with each strength
- Develop a plan to put your strengths into action
- Recognize your top five talents and discover their meaning

Who Can Schedule

- Individuals at all levels of the University who would benefit from having a deeper understanding of their individual talents and continuing to develop in a way that contributes exponentially to their work and team

How to Request

- Submit a "Customized Consulting/Training Request" on our [Consulting and Custom Course Services webpage](#).

Cost

- There is no cost for the coaching call.

Clifton Strengths for Teams – Custom

(3 contact hours – available only as custom option)

Course Description / Content

This interactive and engaging workshop helps teams harness the power of the Clifton Strengths assessment to help discover and leverage unique strengths. By understanding and appreciating each other's strengths, your team can seek ways to improve collaboration, communication, and overall performance.

Upon completion, you will be able to:

- Define basic components of a Strength
- Review individual Strengths Signature Theme Report
- Discuss ways to successfully leverage your strengths
- Compare 'balconies' & 'basements' associated with each strength
- Understand the Strengths Based Team Model

Who Should Attend

- For teams interested in Gallup Strengths

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** There will be 30-45 minutes of pre-work including a Strengths Assessment. Details sent prior to session.

How to Register

- Currently this course is offered to teams upon request only. Please submit a request on our [Consulting and Custom Course Services webpage](#).

Cost

- \$20 per assessment

Clifton Strengths – Maximizing Your Strengths – Custom

(2 contact hours – available only as custom option)

Course Description / Content

This interactive training course helps you to further explore your natural talents and how to utilize these strengths to *help “consistently provide near-perfect positive performance”*.

Upon completion, you will be able to:

- Recognize the “raw” versus “mature” state of your strengths
- Develop strategies for moving your strengths to the “mature” status
- Describe the dynamics of how we utilize our strengths
- Develop a plan to put their strengths into action

Who Should Attend

- For teams that have taken the Gallup Strengths Finder and attended a CliftonStrengths workshop

Course Pre-requisites / Pre-work

- **Pre-Requisites:** 1) must have taken [Clifton Strengths Finder](#) or equivalent introduction to Strengths course. 2) Must have copy of “Top5 Strengths Report and Insight Guide” for training.
- **Pre-Work:** There will be 15 – 30 minutes of pre-work. Details sent prior to session.

How to Register

- Currently this course is offered to teams upon request only. Please submit a request on our [Consulting and Custom Course Services webpage](#).

Cost

- None



Communicating as a Leader - Professional Development Seminar

(2 contact hours)

Course Description / Content

Moving from an individual contributor (the doer) to a lead/management position is more than a step up the ladder, but a jump to an entirely new ladder in terms of skills, motivations, perspectives, responsibilities, and impact to the organization. This seminar helps you to identify key skills for communicating to others in your new role.

Upon completion, you will be able to:

- Recognize the skills needed to transition from an individual contributor to a person leading others
- Identify common mistakes made by new leaders
- Describe the role communication plays – both verbal and non-verbal
- Identify the importance of email communication and common guidelines for writing effective emails

Who Should Attend

- Individuals who have recently taken on the position of leading others or those individuals preparing for a lead role in the near future.

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** There will be 15 – 30 minutes of pre-work. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Conflict Resolution Styles – Using the TKI

(3 contact hours)

Course Description / Content

This interactive course helps individuals understand the five modes of conflict resolution and your preferred mode for handling most conflict. During this course we will explore the benefits, costs and what it looks like when you over or under use each style.

Upon completion, you will be able to:

- Define what conflict is and is not
- Identify your conflict style(s)
- Recognize the conflict styles of others
- Assess conflict situations

Who Should Attend

- Anyone who supervises/manages Classified Staff, University Staff, and/or Faculty
- Classified Staff, University Staff, and Faculty

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** There will be 15 – 30 minutes of pre-work. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Continuous Improvement Series:

If you enroll in the [CI Learning Program in Skillsoft](#), you will be able to print a Continuous Improvement Foundations Certificate once you complete all 3 courses.

Fundamentals of Continuous Improvement Methodology and Culture

(2 contact hours)

Course Description / Content

The focus of continuous improvement is to increase efficiency across campus so that we can better serve our students, improve workplace satisfaction and be agile as we face the current and future challenges of higher education. This course is designed to provide a foundational understanding of continuous improvement culture and mindset and how those concepts can be applied to our daily work.

Upon completion, you will be able to:

- Describe the fundamental concepts of process improvement methodology and characteristics of a lean culture
- Identify continuous improvement in higher ed

Who Should Attend

- Any staff or faculty wanting to learn more about continuous improvement or looking to implement continuous improvement within their department.

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** There will be 5 – 15 minutes of pre-work. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Introduction to Continuous Improvement Tools for Application

(3 contact hours)

Course Description / Content

Building on the fundamentals course, this course will focus on learning tools that apply the continuous improvement framework to problem-solving. We will utilize the Plan-Do-Check-Act framework and introduce other tools that can be applied immediately in your workplace.

Upon completion, you will be able to:

- Identify waste and value-added steps in your work
- Apply lean thinking tools for problem-solving

Who Should Attend

- Any staff or faculty wanting to learn more about continuous improvement or looking to implement continuous improvement within their department.

Course Pre-requisites / Pre-work

- **Pre-Requisites:** [Fundamentals of Continuous Improvement Methodology and Culture](#) or equivalent fundamentals/introductory training of continuous improvement.
- **Pre-Work:** There will be 5 – 15 minutes of pre-work. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None



Continuous Improvement: Understanding Current State

(3 contact hours)

Course Description / Content

In order to solve complex problems and develop solutions, we first need a clear picture and understanding of what the issue is. This course will focus on how to capture the current state in service of understanding project scope and set the path towards building impactful solutions.

Upon completion, you will be able to:

- Apply tools for project scoping and visualizing current state

Who Should Attend

- Any staff or faculty wanting to learn more about continuous improvement or looking to implement continuous improvement within their department.

Course Pre-requisites / Pre-work

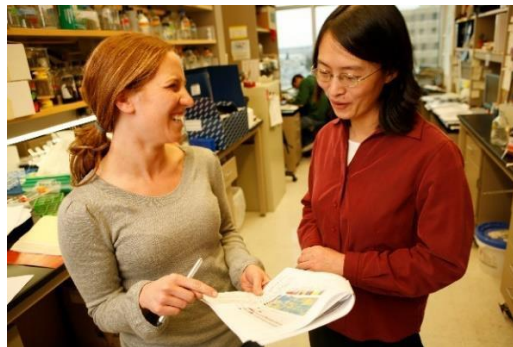
- **Pre-Requisites:** [Fundamentals of Continuous Improvement Methodology and Culture](#) or equivalent fundamentals/introductory training of continuous improvement.
- **Pre-Work:** There will be 15 – 30 minutes of pre-work. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None



Creating a Culture of Empowerment

(3 contact hours)

Course Description / Content

Have you experienced workplace drama such as disruption between teams, a micromanaging or overbearing boss, or navigating organizational restructuring – if the answer is yes, then you have a front-row seat to organizational drama. At a minimum, workplace drama causes inefficiency, frustration, and waste. The personal costs to those who work in organizational drama is immeasurable.

By answering 3 Vital Questions: 1) Where are you putting your focus? 2) How are you relating, and 3) What actions are you taking? Will transform workplace drama (be it subtle or intense) into empowerment and support your organization's impact on all of the following:

- Creating and growing an outcome-oriented culture of service, resourcefulness, and innovation,
- Developing empowering leaders at all levels of the organization
- Increasing employee engagement and/or
- Leading sustainable change

The goal of this interactive course is to understand how through a common language, we can build a culture of empowerment.

Upon completion, you will be able to:

- Describe the impact drama has on the workplace
- Describe the difference between DDT and TED*
- Build a common language for working with others to build trust and empowerment within their teams
- Create an action plan to break free from the drama triangle to be more empowering

Who Should Attend

- University staff and faculty

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** None

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Crucial Accountability

(12 contact hours)

Course Description / Content

This training teaches a straightforward, step-by-step process for identifying and resolving performance gaps, strengthening accountability, eliminating inconsistency, and reducing resentment. It uses video, group discussions, skill practice, and real-life application to make the course both entertaining and engaging. Attendees will have the opportunity to gain a refresher on the Crucial Conversations techniques and how Crucial Accountability builds upon them.

Upon completion, you will be able to:

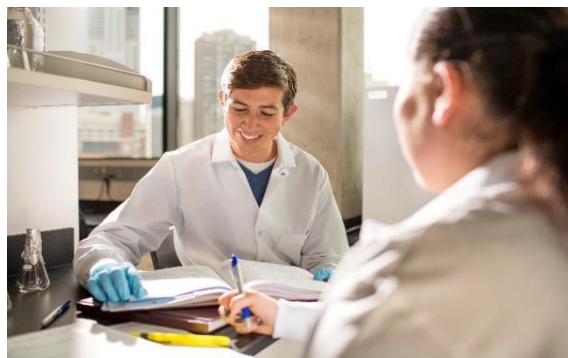
- Discuss expectations in a way that yields two-way accountability and allows further progress to be made
- Apply skills that lead to faster problem solving, decision-making, and conflict resolution
- Apply skills to improve relationships and productivity

Who Should Attend

- Supervisors/managers at the University

Course Pre-requisites / Pre-work

- **Pre-Requisites:** [Crucial Conversations](#)
- **Pre-Work:** There will be 10 – 15 minutes of pre-work to complete prior to each scheduled session. Details sent prior to session.



How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- In-Person: \$199 – covers course materials and lunch for all day sessions
- Online: \$160 – covers virtual course materials

Crucial Conversations

(16 contact hours)

Course Description / Content

This 16-contact hour training teaches skills for communicating when stakes are high, opinions vary, and emotions run strong. Based on the national best-selling book *Crucial Conversations: Tools for Talking when the Stakes are High*, the Crucial Conversations course teaches participants to speak persuasively, not abrasively; foster teamwork and better decision-making; build acceptance rather than resistance; and resolve individual and group disagreements.

Upon completion, you will be able to:

- Make high-quality decisions and act on those decisions with unity and commitment
- Manage difficult situations such as:
 - People who cannot resolve conflicts or come to an agreement
 - People who withhold feedback and important information from management
 - Environments that seem emotional and political

Who Should Attend

- Employees at all levels of the University
- Supervisors/managers will find the course to be particularly relevant to their work

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** There will be 10 – 15 minutes of pre-work to complete prior to each scheduled session. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- In-Person: \$290 – covers course materials and lunch for all day sessions
- Online: \$226 – covers virtual course materials

Crucial Conversations – Custom – Abbreviated

(abbreviated 12 contact hours course – available only as custom option)

Course Description / Content

This abbreviated custom course teaches skills for communicating when stakes are high, opinions vary, and emotions run strong. Based on the national best-selling book *Crucial Conversations: Tools for Talking when the Stakes are High*, the Crucial Conversations course teaches participants to speak persuasively, not abrasively; foster teamwork and better decision-making; build acceptance rather than resistance; and resolve individual and group disagreements.

Upon completion, you will be able to:

- Make high-quality decisions and act on those decisions with unity and commitment
- Manage difficult situations such as:
 - People who cannot resolve conflicts or come to an agreement
 - People who withhold feedback and important information from management
 - Environments that seem emotional and political

Who Should Attend

- Employees at all levels of the University
- Supervisors/managers will find the course to be particularly relevant to their work

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** None
- **Post Work:** Two (2) conference calls to be attended to review modules not covered during the abbreviated course and to share experiences from the class.

How to Register

- Currently this course is offered to teams upon request only. Please submit a request on our [Consulting and Custom Course Services webpage](#).

Cost

- In-Person: \$275 – covers course materials and lunch for all day session
- Online: \$226 – covers virtual course materials

DISC – Leadership Styles

(3 contact hours)

Course Description / Content

The DISC Leadership Assessment identifies your natural leadership strengths and development areas. Confident leaders are self-aware of how they prefer to lead and how others perceive their leadership style to make necessary adjustments to be more effective. This course provides you with candid feedback and a road map to make decisions on how to adjust attitudes and behaviors to be more successful with your personal interactions.

This interactive course will provide Information on leadership styles associated with the four DISC styles, how to identify the styles of your employees and how to adjust your style to be a more effective and successful leader.

Upon completion, you will be able to:

- Describe the DISC styles
- Identify your leadership style
- Identify the DISC style of your staff
- Adjust your style to be a more effective leader

Who Should Attend

- University staff and faculty that supervise one or more individuals

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** There will be 10 – 20 minutes of pre-work. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Employee Leave – Informational Session

(1 contact hour)

Course Description / Content

These informational sessions are designed to assist managers, supervisors, HR Business Partners, Payroll Liaisons, and Administrators, in navigating the complexity of employee leave. This 1-hour session will involve a 30-minute presentation related to employee leave including sick leave, Family Medical Leave (FML), Parental Leave, and when to refer employees to other processes. The second half of the session will be more “workshop” style to be used for discussion and question-and-answer. This session is intended to further discussions from, “Working with Employees with Health Conditions”, and to foster conversations about the workplace/current issues you might face.

These are highly interactive and dynamic sessions so please bring questions or scenarios you would like to discuss!

Upon completion, you will be able to:

- Identify the basics of sick leave, FML, parental leave, and when to seek additional assistance.

Who Should Attend

- Supervisors/managers, administrators, and HR/payroll liaisons

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None. Employees are encouraged to also attend “[Working with Employees with Health Conditions](#).”
- **Pre-Work:** If applicable, prepare questions or scenarios you would like to discuss.

How to Register

- Click [here](#) to register for this class. Note: these sessions are not managed through the Employee Portal.

Cost

- None

Establishing Self-Trust (Part 1)

(2 contact hours)

Course Description / Content

This interactive training course explores FranklinCovey's First Wave of Trust – Self-Trust. During this course, you will explore the 4-Cores of Credibility and how they affect Self-Trust.

Upon completion, you will be able to:

- Identify the cost of trust (trust taxes and dividends)
- Explain the 4-Cores of Credibility
- Identify your strengths as it relates to the 4-Cores of Credibility
- Develop a plan to include the 4-Cores of Credibility when building or enhancing relationships

Who Should Attend

- Individuals at all levels of the University who would benefit from having a deeper understanding the importance of self-trust both personally and professionally

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** There will be 15 – 30 minutes of pre-work. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Establishing Relationship-Trust (Part 2)

(2 contact hours)

Course Description / Content

This interactive training course explores FranklinCovey's Second Wave of Trust – Relationship-Trust. During this course, you will explore the 13 High Trust Behaviors, extending trust, and restoring trust.

Upon completion, you will be able to:

- Identify the 13 High Trust Behaviors, their opposites and counterfeit behaviors
- Recognize the importance of extending trust
- Determine when and how trust can be restored
- Develop a plan to develop the 13 High Trust Behaviors

Who Should Attend

- Individuals at all levels of the University who would benefit from having a deeper understanding the importance of relationship-trust both personally and professionally

Course Pre-requisites / Pre-work

- **Pre-Requisites:** [Establishing Self-Trust](#)
- **Pre-Work:** There will be 15 – 30 minutes of pre-work. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None



Extended DISC

(3.5 contact hours)

Course Description / Content

An important factor toward increasing team achievement is for team members to identify and accommodate to the different behavioral styles and motivators of their co-workers. DISC participants learn four primary behavior types, become aware of differing communication styles, and how to influence better communication outcomes by accommodating the style of a co-worker(s).

Upon completion, you will be able to:

- Recognize how people are different
- Develop self-awareness
- Identify the styles of others
- Adapt your behavior based on the other person's style

Who Should Attend

- Employees at all levels of the University

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** There will be 10 – 20 minutes of pre-work. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Extended DISC and Managing Stress

(2 contact hours)

Course Description / Content

Individuals are incredibly unique and respond very differently to stress and pressure. We are continually in situations where we deal with people, deadlines, changes, and emotions. The four DISC styles perceive, show, and respond to stress very differently. During this session, we will discuss the theory behind stress, the causes and signs of stress in the four styles and provide recommendations to better cope. By becoming more self-aware of how our DISC styles operate in challenging situations, we develop skills to control our stress.

Upon completion, you will be able to:

- Identify the theory behind stress
- Discuss how stress affects the body and mind
- Recognize the primary causes of stress and signs of stress in the 4 DISC styles
- Recognize how your “Stress and Time Management” reinforcement report can better help you to cope and manage stress based on your primary DISC style

Who Should Attend

- Individuals who have previously taken the DISC assessment and attended an Extended DISC course

Course Pre-requisites / Pre-work

- **Pre-Requisites:** Must have taken Extended DISC.
- **Pre-Work:** There will be 10 – 20 minutes of pre-work. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Extended DISC and Team Culture – Custom

(2 contact hours – available only as custom option)

Course Description / Content

Culture is a frame of reference that members of a group have found beneficial in dealing with their common environment and have therefore, retained and transmitted to successive generations:

Culture defines:

- How you communicate
- What is appropriate and what is not
- How you relate to other people
- How you approach problems

The goal of this interactive course is to understand more about your team's unique and dynamic culture based on the Extended DISC model. We will do an in-depth review of your "Team Culture Report". This workshop is a great opportunity for teams to take a deeper dive into Extended DISC and explore the intricacies of team culture.

Upon completion, you will be able to:

- Describe the three types of teams: Homogeneous, heterogeneous, and diverted
- Describe what is typical about the DISC style cultures
- Recognize your team's DISC culture distribution and map
- Identify how your DISC style impacts team culture

Who Should Attend

- Teams who have previously taken the DISC assessment and attended an Extended DISC course

Course Pre-requisites / Pre-work

- **Pre-Requisites:** 1) must have taken Extended DISC. 2) Must have copy of DISC assessment/profile for training; email HR.TrainingRegistration@cuanschultz.edu if you need a copy.
- **Pre-Work:** None

How to Register

- Currently this course is offered to teams upon request only. Please submit a request on our [Consulting and Custom Course Services webpage](#).

Cost

- None

Extended DISC Successful Interactions – Custom

(2 contact hours – available only as custom option)

Course Description / Content

This interactive training course helps you to develop strategies for having successful interactions with others based on the four DISC styles.

Upon completion, you will be able to:

- Recognize the communication styles for the four DISC styles
- Identify strategies for adapting your style to meet the needs of others
- Identify strategies to increase productivity based on the four DISC styles

Who Should Attend

- Teams who have previously taken the DISC assessment and attended an Extended DISC course

Course Pre-requisites / Pre-work

- **Pre-Requisites:** 1) must have taken Extended DISC. 2) Must have copy of DISC assessment/profile for training; email HR.TrainingRegistration@cuanschutz.edu if you need a copy.
- **Pre-Work:** None

How to Register

- Currently this course is offered to teams upon request only. Please submit a request on our [Consulting and Custom Course Services webpage](#).

Cost

- None



Lead with Your Strengths

(3 contact hours)

Course Description / Content

Your role as a manager is essential and challenging. The best way to lead confidently and lead well is to lead with your strengths. Your distinct Clifton Strengths Profile sets you apart from every other manager. This new report outlines the most powerful of your dominant 10 strengths. In this interactive class, you will discover practical ways to apply your strengths in your day-to-day routine with your team and how to use your strengths to become a better manager.

Upon completion, you will be able to:

- Describe the strengths-based theory concept
- Describe the strengths development principles
- Recognize your strengths as a leader
- Describe the strengths team model
- Identify the four domains of team strengths
- Apply your themes in a leadership role to achieve team success

Who Should Attend

- Anyone who supervises/manages Classified Staff, University Staff, and/or Faculty

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** There will be 15 – 30 minutes of pre-work. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- \$49.99 for the Manager Report from Gallup

Leaders at Change - Custom

(7 contact hours – available as custom option)

Course Description / Content

This interactive training course is about how to lead the individuals on your team through change. In this workshop, you will learn key ideas that help you prepare for changes and diagnose when things go wrong. You'll also work with tools you can use on your own or with your team to lead them through important changes.

Upon completion, you will be able to:

- Recognize why change fails
- Identify individual reactions to change
- Explain the 5 elements of change
- Describe the Zones of Change and how to lead through each zone

Who Should Attend

- Supervisors/managers at the University

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** None

How to Register

- Currently this course is offered to teams upon request only. Please submit a request on our [Consulting and Custom Course Services webpage](#).

Cost

- None
- In-person: Lunch not provided



Leading at the Speed of Trust – Custom

(7 contact hours - available only as custom option)

Course Description / Content

This interactive course builds on the Speed of Trust. This course provides supervisors/managers ways to build trust and relationships with their team, organization, clients, etc.

Upon completion, you will be able to:

- Identify the trust gaps that exist in your team/department
- Recognize the tools to use to engage in the real work instead of paying outrageous “Trust Taxes” that erodes your bottom line

Who Should Attend

- Supervisors/managers at the University

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** There will be 15 – 30 minutes of pre-work. Details sent prior to session.
- **Post Work:** Trust huddles with team

How to Register

- Currently this course is offered to teams upon request only. Please submit a request on our [Consulting and Custom Course Services webpage](#).

Cost

- In-Person: \$170 – covers course materials, All Access Pass, and lunch
- Online: \$155 – covers virtual course materials and All Access Pass

Manager Toolkit

(Approximately 20 contact hours)

Course Description / Content

This self-paced course provides a variety of topics that help managers become more aware of their individual style, as well as, topics targeted to help managers navigate managing virtual teams. The modules covered in this course include: Emotional Intelligence, Conflict Resolution/TKI Instrument, Managing Virtual Teams, Virtual Meetings, and Goal and Discussion Planning.

Upon completion, you will be able to:

- Recognize the importance of emotional intelligence
- Identify the five modes of conflict resolution and their individual mode preference
- Identify key aspects of managing virtual teams
- Conduct effective virtual meetings
- Prepare and conduct effective goal and discussion planning sessions

Who Should Attend

- University staff and faculty that supervise one or more individuals, as well as individuals looking to take on a supervisor/manager role

Course Pre-requisites / Pre-work

- **Pre-Requisites:** Must be nominated and registered for the [Manager Certification Program](#)
- **Pre-Work:** None

How to Register

- Please contact HR.TrainingRegistration@cuanschutz.edu for information on participating in this course.

Cost

- None

Managing a Hybrid Team – Custom

(2 contact hours – available only as custom option)

Course Description / Content

Many managers will be supporting hybrid teams (in-person and virtual). In order to do that they must challenge the assumptions of how they've managed in the past and embrace a new, more flexible mindset when working with hybrid virtual teams. This interactive course will explore six keys to effectively managing in a hybrid environment. Participants will also be challenged to develop an action plan for one or more of these key areas.

Upon completion, you will be able to:

- Describe the key components to managing a hybrid team
- Recognize, based on University Policy, what to consider when making decisions on remote and hybrid work arrangements
- Develop an action plan for managing a hybrid team
- Identify additional resources on managing hybrid team

Who Should Attend

- Teams with University staff and faculty that supervise one or more individuals

Course Pre-requisites / Pre-work

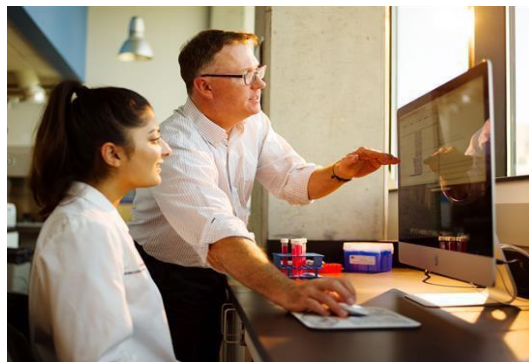
- **Pre-Requisites:** None
- **Pre-Work:** None

How to Register

- Currently this course is offered to teams upon request only. Please submit a request on our [Consulting and Custom Course Services webpage](#).

Cost

- None



Managing Up, Down, and Across: Forging Effective Relationships with Those Around You – Custom

(3 contact hours – available only as custom option)

Course Description / Content

People often talk about having a “bad” boss when what they really have is a “bad relationship” with their boss. Yes, your boss might not be perfect, but improving your relationship to “good” or even “great” is almost always possible. Is it fair for you to pick up all the responsibility? Not really — but with your career and happiness on the line it’s well worth it to be proactive. When we can learn to create a more positive and productive relationships with those above and around us, we can become more successful and remove stressors – we can do this by learning to “manage up.”

This interactive course will explore what it means to “manage up”, the importance of understanding your manager and building strong relationships.

Upon completion, you will be able to:

- Discuss the importance of managing up, down, and around
- Discuss the skills needed for influencing all around
- Develop an action plan based on the concepts from the workshop

Who Should Attend

- University staff and faculty

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** None

How to Register

- Currently this course is offered upon request only. Please submit a request on our [Consulting and Custom Course Services webpage](#).

Cost

- None

Overcoming Imposter Syndrome

(2 contact hours)

Course Description / Content

People who struggle with imposter syndrome believe that they are undeserving of their achievements and the high esteem in which they are generally held by peers and colleagues. They feel that they aren't as competent or intelligent as others might think and that people will eventually discover the truth about them. Those with imposter syndrome are often well accomplished, having numerous academic degrees and various achievements under their belt.

In this course you will learn about the different types of imposter syndrome and constructive ways to overcome this negative thought cycle. You will learn to identify causes of imposter syndrome, look at the impact imposter syndrome has on job performance, and gain insight into the role of the learning process. You will learn strategies to overcome imposter syndrome while also identifying ways to support others who may be struggling.

Upon completion, will be able to:

- Identify the different types of imposter syndrome
- Identify causes of imposter syndrome
- Recognize the role of the learning process
- Analyze impact on job performance
- Recognize strategies to overcome imposter syndrome
- Identify ways to support others

Who Should Attend

- University staff and faculty

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** There will be 15 – 30 minutes of pre-work. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Performance Management

(3.5 contact hours)

Course Description / Content

This course is designed to provide a foundation for supervisors/managers in the performance management of Classified Staff and University Staff.

Upon completion, you will be able to:

- Identify the performance management cycle for Classified and University Staff
- Address the importance of performance planning and evaluations
- Discuss best approaches to provide feedback during coaching and evaluation meetings
- Identify resources to assist in performance management

Who Should Attend

- Mandatory for all supervisors/managers who manage Classified Staff
- Recommended for all supervisors/managers who are responsible for conducting performance evaluations

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** None

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Skillsoft Course

- This course is also offered as an online format in Skillsoft, click [here](#) to open.

Presentation Advantage

(8 contact hours)

Course Description / Content

Unproductive meetings and lost opportunities occur due to poor presentations. The lack of powerful methods to inform and persuade is one of the greatest hidden and pervasive costs of the 21st-century workplace. This dynamic and engaging course will help participants consistently deliver highly successful presentations. Participants will learn the mindsets, skillsets, and toolsets to better inform, influence, and persuade others in today's knowledge-based world.

Upon completion, you will be able to:

- Define presentation success
- Identify the clear purpose to be achieved with the message
- Create a memorable introduction and conclusion
- Design visuals to increase attention to and retention to the message
- Manage questions and group dynamics

Who Should Attend

- Employees at all levels of the University who want to improve their small and large group presentation skills.

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** Bring a presentation you are currently working on/need to create or one you have used in the past for course exercises/activities.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None



Project Management Essentials for the *Unofficial* Project Manager

(5 – 7 contact hours)

Course Description / Content

Today's knowledge workers have quietly slipped into the role of the unofficial project manager. Stakeholders, scope creep, no formal training, and a lack of process all combine to raise the probability of project failure costing organizations time, money, and employee morale. Project management isn't just about managing logistics and hoping the project team is ready to play to win. The skills of "informal authority" are more important than ever before, so team members are inspired to contribute to project success! This engaging course will help provide the mindset, skillset, and toolset to participants that will consistently deliver successful projects to completion.

Upon completion, you will be able to:

- Recognize that consistent project success depends on processes and people
- Identify project stakeholders, establish clear and measurable project outcomes, and create a well-defined project scope statement
- Create a realistic and well-defined project schedule
- Manage team members' accountability to their project plans
- Create a clear communication plan around the project that includes regular project status reports and project changes
- Recognize and reward the contributions of project team members

Who Should Attend

- Employees at all levels of the University that are responsible for project implementation and success
- Supervisors/managers will find the course to be particularly relevant to their work

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** There will be 15 – 30 minutes of pre-work. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- In-Person: \$170 – covers course materials, All-Access Pass and lunch
- Online: none

Speed of Trust – Custom

(7 contact hours - available only as custom option)

Course Description / Content

This interactive course provides insights into the importance of building, extending, and restoring trust in both your professional and personal life. The Five Waves of Trust model serves as a metaphor for how trust operates in our lives. This course will cover the first two waves - “Self-Trust” and “Relationship-Trust”. The Four Cores of Credibility and the 13 Behaviors of High-Trust Leaders will also be discussed.

Upon completion, you will be able to:

- Assess your credibility based on character and competence
- Identify the “taxes and dividends” that flow from organizational trust
- Recognize how micro trust issues in the self and in relationships flow outward to affect market reputation and societal contribution
- Demonstrate being an effective team member by inspiring and extending trust
- Recognize to restore lost trust

Who Should Attend

- Employees at all levels of the University

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** None

How to Register

- Currently this course is offered to teams upon request only. Please submit a request on our [Consulting and Custom Course Services webpage](#).

Cost

- In-Person: \$170 – covers course materials, All Access Pass, and lunch
- Online: \$155 – covers virtual course materials and All Access Pass



Talent Acquisition Best Practices & Processes

(2 contact hours)

Course Description / Content

Are you eager to stay ahead in the dynamic job market and attract top-tier talent? Look no further! In this session, we'll examine the latest job market trends and equip you with the insights to navigate recruitment challenges successfully. Learn the art of crafting compelling job advertisements that attract the perfect candidates. Discover the power of inclusive recruiting practices and candidate care, ensuring a diverse and welcoming work environment at CU Anschutz. From start to finish, our experienced recruiters will guide you through the main phases of University Staff hiring. By the end of this course, you'll be equipped with the knowledge and skills to secure the best talent for your department. Don't miss this opportunity!

Upon completion, you will be able to:

- Discuss current job market trends and how they impact recruitment
- Write an effective job advertisement
- Apply inclusive recruiting practices – candidate care
- Describe the main phases in university staff hiring

Who Should Attend

- HR Business Partners

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** None.

How to Register

- [Click here to register in Skillsoft for this class.](#) You will be directed to the portal.

Cost

- None

Tips for Interviewing at CU

(2 contact hours)

Course Description / Content

In this course we will dive deep into job interviews. We will share best practices, tips & tricks, do's & don'ts, and real-world examples to help you best prepare for your next job interview at CU. Topics will include: common interview practices at CU, networking & communication, typical interview questions, differences between phone/virtual/in-person interviews, handling acceptance or rejection, and more.

Group discussion and interactive exercises are woven throughout to personalize the material and advice provided. Our instructors are long time recruitment professionals with extensive experience both at CU and outside organizations of various types. YOU'RE HIRED!

Upon completion, you will be able to:

- Identify the most common phases of interviewing at CU
- Identify practices to help you best prepare for your next interview
- Demonstrate how to best present yourself and thrive in any interview format

Who Should Attend

- All levels of staff and faculty interested in improving their interview skills

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** None

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Tips for Resumes and Cover Letters at CU

(2 contact hours)

Course Description / Content

In this course, we will discuss the art of writing resumes and cover letters with specific focus on internal applications at CU. Our talent acquisition experts will be sharing best practices based on their experience and knowledge of these materials. In this session, our team will: share examples of do's and don'ts, provide examples of strong resumes/cover letters, discuss how to tailor a resume/cover letter to the job description, and offer interactive opportunities for more specific feedback and questions. Our goal is to provide you with the tools and knowledge to write resumes/cover letters that stand out in the application process. YOU'RE HIRED!

Upon completion, you will be able to:

- Identify the critical sections of a job posting and the process of finding and applying to open positions as a current CU employee
- Write strong cover letters and resumes that will help get you noticed and assist in your career development
- Recognize how to maximize the effectiveness of application materials by tailoring to the specific needs of any position
- Identify common applicant mistakes and reasons for rejection at various stages

Who Should Attend

- All levels of staff and faculty interested in improving their resume and cover letters

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** None

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Time Mastery – Custom

(4 contact hours - available only as custom option)

Course Description / Content

This interactive training course looks at time management from the lens of managing energy and effort versus just managing our time. We will review best practices, where should we focus our energy and effort, and how to manage a “to do” list.

Upon completion, you will be able to:

- Recognize that time mastery is about managing energy and effort, not about time
- Equate effective time management skills and career success
- Connect goals with activities to achieve goals
- Employ delegation skills and practices
- Manage work and life priorities and goals

Who Should Attend

- All levels of staff and faculty interested in improving their time management skills

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** None

How to Register

- Currently this course is offered to teams upon request only. Please submit a request on our [Consulting and Custom Course Services webpage](#).

Cost

- None

Trust and Inspire Leaders

(3 contact hours)

Course Description / Content

This course is designed to help shift from styles of managing others to leading people, from position to influence, from controlling to trusting, and from motivation to inspiration. Individuals with this kind of leadership are inspired to become the best version of themselves and produce their best work.

This interactive course will explore how a change in mindset can help leaders change their mindset and unleash the potential in others.

Upon completion, you will be able to:

- Recognize the extraordinary potential and performance unleashed by Trust & Inspire leaders
- Identify barriers to becoming a Trust & Inspire leader and explore solutions for each
- Apply the fundamental beliefs of Trust & Inspire leaders

Who Should Attend

- University staff and faculty who supervise or manage others

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** None

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Turning Uncertainty into Opportunity

(7 contact hours)

Course Description / Content

This interactive course is about how to lead the individuals on your team through change. In this workshop you will learn key ideas that help you prepare for changes and diagnose when things go wrong. You will also work with tools you can use on your own or with your team to lead them through important changes.

Upon completion, you will be able to:

- Recognize common human reactions to change
- Use tools to prepare for change, clarify an upcoming change, successfully persist through obstacles of change, and explore possibilities created by change
- Recognize that leaders are key to change failure or success and that results are achieved only through addressing the human needs, not just the business needs during times of change
- Develop empathic, two-way dialogue skills to help team members gain clarity about any given change
- Use tools to engage team members and help them persist through obstacles of change
- Inspire teams to explore innovative opportunities beyond the original change

Who Should Attend

- University staff and faculty who supervise or manage others
- University staff and faculty

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** None

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Understanding Emotional Intelligence

(3.5 contact hours)

Course Description / Content

Developing emotional intelligence is a life-long journey. It is important to develop because it separates those who know themselves well and take personal responsibility for their actions from those who lack self-awareness and repeat the same mistakes. In the workplace, it is important to develop because it separates those who build rapport, have influence, and collaborate effectively with others from those who are demanding, lack empathy, and are therefore difficult to work with.

This interactive course will provide a foundation for understanding the concepts of emotional intelligence, emotional triggers, and how our thoughts and behaviors can influence how we manage our emotions.

Upon completion, you will be able to:

- Define emotional intelligence
- Identify the three parts of the brain that trigger responses
- Describe the difference between the automatic and reflective system brain
- Describe the four quadrants of emotional intelligence and 18 competencies
- Describe the Johari Window
- Recognize how self-awareness + self-management leads to agile thinking
- Describe the emotions, thoughts, and behaviors holistic model and behavioral principles

Who Should Attend

- University staff and faculty

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** There will be 15 – 30 minutes of pre-work. Details sent prior to session.

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Understanding the Classification Process & Writing Effective Job Descriptions

(2 contact hours)

Course Description / Content

In this interactive course, participants will dive into the complexities of the job evaluation process. The session will cover essential aspects of job evaluation such as job families, subfunctions, and Unique Comp Codes (UCCs). We will discuss the purpose and power of an effective job description and learn best practices directly from experienced recruiters. By the end of the session, individuals will be equipped with the knowledge and insights to create captivating job descriptions for University Staff positions. Don't miss this opportunity to master the art of classification!

Upon completion, you will be able to:

- Identify the job evaluation process – job families, subfunctions, and UCCs
- Recognize the purpose and structure of a job description
- Identify best practices for writing an effective job description with recruiter insight

Who Should Attend

- HR Business Partners

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** None.

How to Register

- [Click here to register in Skillsoft for this class.](#) You will be directed to the portal.

Cost

- None

Working with Employees with Health Conditions

(2 contact hours)

Course Description / Content

The course is designed to assist managers and supervisors to successfully navigate the challenges of implementing a variety of relevant policies and procedures as they relate to an employee who may be experiencing a medical condition(s). In this course, we will address the needs of employees, as well as the concerns of supervisors, managers and unit leaders, when sick leave, Family Medical Leave (FML), Parental Leave, and reasonable accommodations under the Americans with Disabilities Act (ADA) are requested or required.

Upon completion, will be able to:

- Identify the basics of sick leave, FML, parental leave, and ADA

Who Should Attend

- Supervisors/managers, administrators, and HR/payroll liaisons

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** None

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None



Writing SMART Performance Goals

(3 contact hours)

Course Description / Content

This interactive course helps individuals understand the difference between hard (technical) and soft (social/interpersonal) skills and how to effectively develop SMART performance goals for each. Individuals are asked to bring two performance goals they are looking to incorporate into their annual performance review as the final exercise will help you to develop these goals.

Upon completion, you will be able to:

- Identify the difference between “hard” and “soft” skills
- Describe the components of a SMART goal
- Develop SMART goals for both “hard” and “soft” skills
- Recognize the importance of developing an action plan and trailing goal program

Who Should Attend

- Anyone who supervises/manages Classified Staff, University Staff, and/or Faculty
- Classified Staff, University Staff, and Faculty needing assistance in developing performance goals

Course Pre-requisites / Pre-work

- **Pre-Requisites:** None
- **Pre-Work:** Bring to class 2 goals you would like to develop into SMART Goals

How to Register

- Click [here](#) to register in Skillsoft for this class. You will be directed to the portal.

Cost

- None

Skillsoft Course

- This course is also offered as an online format in Skillsoft, click [here](#) to open.

Cancellation Policy

Cancellation Policy for Courses with No Cost

We request that you withdraw from a training session as soon as you know you are unable to attend. This allows someone from the waitlist to be enrolled in the session and gives facilitators time to prepare. Once a session is closed for self-enrollments in Skillsoft, you will be unable to withdraw yourself and we ask that you email HR.TrainingRegistration@cuanschultz.edu instead.

Our [Instructor Led Training Access Guide](#) instructs on how to manage self-enrollments in Skillsoft, including withdrawing.

Cancellation Policy for Courses with a Cost

Learning and Development will confirm your attendance and speedtype 3 to 5 weeks prior to the session via email. If you do not confirm, you will be withdrawn from the session. If you confirm attendance, the speedtype provided will now be charged for the course and materials ordered. **After the confirmation, there is no option for a refund.**

If you need to cancel your registration after you've confirmed but prior to receiving the materials, we will issue a credit for that course. The credit may be applied towards a registration for a future session of that course, redeemable by you or someone else in your department using the same speedtype. This credit will remain active for a year.

If you need to cancel your registration after you've confirmed and have received the materials, we will issue a credit for only you. You must then register for a future session of that course within a year.

If you are a no show, neither you nor your department will be issued a credit. If the course has materials that are distributed during class, you will not be entitled to receive the materials. To avoid this, please notify us prior to the class start date that you are unable to attend.

Activating the Credit

In order to apply the credit, you or your colleague that has enrolled in the future session must immediately notify HR.TrainingRegistration@cuanschultz.edu.

Manager Certification Program

Program Overview

This program includes a core curriculum and a set of elective courses. Leading others requires individuals to acquire and grow a new set of skills and abilities. The courses in this program have been chosen to provide leads, supervisors, managers, and individuals looking to move into one of these roles with foundational tools to help them be successful. Developing as a leader goes beyond attending formal classroom/virtual courses. Research shows that leadership potential is developed three distinct ways: 1) on-the-job work experience, 2) coaching/mentoring from the person's supervisor and/or other key individuals, and 3) formal classroom/virtual training.



A good manager must be able to handle a variety of situations. The courses in this program range in competencies and topics that will help a manager navigate these situations. The courses can be taken in any order and as time permits and approved by the individual's manager/supervisor. These courses are offered on a variety of platforms from attending instructor led courses to on-line such as Skillsoft, Zoom and Canvas.

Tools to Navigate the Program:

- Program Guide: Introduces the program, presents the curriculum, defines competency categories, gives direction for nomination and answers FAQs.
- Tracking PDF: Plan and track progress while in the program. Submit this for a request for certification of completion.
- Development Plan: To assist individuals and managers in creating annual development plan. To be used to identify skills/competency development, coaching opportunities, on-the-job training, and course selection.

How To Get Nominated

- Supervisors can nominate their staff members
- Employees can submit a request for nomination to their supervisors

More Details

- Click [here](#) to visit the webpage where you can find the program guide, competency chart, links for nomination, and more.

Consulting and Custom Course Services

In addition to the pre-scheduled instructor-led courses, Learning and Development also offers customized training courses and consulting services. Customized training courses and consulting services are made available to small and large groups across CU Anschutz Medical Campus and consolidated units. The following is an example of the courses and services offered:

Custom Content	Consulting Services
<ul style="list-style-type: none">• Team DISC	<ul style="list-style-type: none">• Strategic Planning
<ul style="list-style-type: none">• Team Strengths Finder	<ul style="list-style-type: none">• Employee Climate/Engagement Surveys
<ul style="list-style-type: none">• Communicating as a New Leader	<ul style="list-style-type: none">• Professional Development
<ul style="list-style-type: none">• Building Relationships	<ul style="list-style-type: none">• Coaching
<ul style="list-style-type: none">• Preparing For and Providing Performance Feedback	<ul style="list-style-type: none">• 360 Assessment Guidance

If you are interested in learning more or would like to submit a custom request for your team, unit, or department, please visit [our Consulting and Custom Services webpage](#).