

UCSF HR, Learning & Development 2013 Course Offerings

People Management Skills	
Introduction to Management	
Introduction to Management (Online Course)	Helps participants understand the work of supervisory managers and offers concepts and tools such as: the management functions, law, delegation, planning and problem-solving processes.
Successful Hiring	
Module 1 Defining Role and Success Profile	Builds skills to clarify what prospective candidates need to successfully perform on the job and how to identify candidates that match the "Success Profile".
Module 2 Effective Interviewing and Selection	Participants learn techniques to interview and select the best candidate from among qualified applicants in accordance with UCSF principles of community and legal guidelines.
Setting Performance Expectations	
Module 1 The Performance Expectations Cycle	Participants explore the ongoing process of setting performance expectations and practice developing effective performance expectations.
Module 2 Developing Performance Standards	Participants learn and practice how to develop and articulate measurable performance standards with employees.
Module 3 Communicating Performance Expectations	Participants plan and practice communicating performance expectations and standards with employees
Delegating for Performance and Growth	
Delegating for Performance and Growth (Single Module)	Participants learn how to delegate work to enhance workplace productivity and to develop staff.
Coaching for Performance and Growth	
Module 1 Giving Feedback and Recognition	Participants gain awareness and practice in positive feedback and recognition--two powerful skills for employee engagement
Module 2 Coaching for Improved Performance	Equips participants to address employee performance concerns and to facilitate improved performance.
Conducting Performance Appraisals	
Module 1 Understanding and Preparing for the Annual Appraisal	Participants learn to prepare for the completion of the performance management cycle by conducting preparation activities for the performance appraisal dialog.
Module 2 Conducting the Performance Appraisal Dialog	Building on the preparation activities covered in Module 1, participants build skills in communicating the annual appraisal with staff.
Developing Staff for Performance and Growth	
Developing Staff for Performance and Growth (Single Module)	Participants learn a structured process for developing their own performance plan and to support staff in their professional growth and development.

Personal Effectiveness Skills	
Effective Communication Skills	
Effective Communication Skills (Single Module)	Participants learn how to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. Addresses how to deal with the challenging communication tactics of difficult people.
Conducting Effective Meetings	
Conducting Effective Meetings (Single Module)	Meeting leads need to effectively manage information and interactions among meeting participants and/or team members. This session offers tips for: <ul style="list-style-type: none"> • preparing for an effective meeting • keeping meetings focused and on track • encouraging balanced participation • creating effective action plans
Influencing Without Authority	
Influencing Without Authority (Single Module)	This workshop explores the primary strategies of influence - and provides frameworks and tools to select the most appropriate strategy for the circumstances even without formal authority.
Problem Solving and Decision Making	
Problem Solving and Decision Making (Single Module)	Participants gain understanding of their current approach to problem solving and decision making, learn new techniques and practical approaches to solve problems.
Project Management	
Module 1 Initiating a Project	Participants learn to recognize the critical importance of having a clear, shared understanding of the project at the outset by creating a comprehensive project charter.
Module 2 Planning and Estimating a Project	Participants learn how to build a professional grade project plan and detailed estimates of time and resources.
Module 3 Scheduling and Tracking a Project	Participants learn how to convert their project plan and estimates into a project schedule, as well as how to track and communicate project status
Conflict Management in the Workplace	
Conflict Management in the Workplace (Single Module)	Participants develop skills in creatively managing inevitable workplace conflicts for positive outcomes.

To find course dates and register for a course, please go to UC Learning Center at <https://learningcenter.ucsfmedicalcenter.org/> and search under the course title.