Organizational Development: Staff and Leadership Development Training

Through June 2017

Click the tabs to skip to a specific section of the catalog.

For a schedule of upcoming classes, click here.
Organizational Development Classes

Staff Development Classes: Leading Self

Whether you’re leading others or contributing as a team member, the staff development classes are open to all employees.

- Aspiring Leaders
- Being an Effective Team Member
- Communicating Between the Generations
- Communicating Clearly and Effectively
- Compassion Fatigue
- Computer Skills and Microsoft Office Training
- Conflict to Collaboration
- Creating Presentations That Stick!
- Crucial Conversations Book Club
- Effective Communication Between You and Your Leader
- Emotional Intelligence
- Feedback for Success – Giving and Receiving Constructive Feedback
- How to be Resilient in Times of Change
- How to Talk When Stakes are High
- In the Company of Women
- Peer Interviewing
- Professional Development Programs
- Stress Management – A Mindfulness Based Approach
- The Power of Introverts
- Time...See What’s Become of Me -Tips and Tools
- Training Co-workers for Success
- Your Passion; Your Career

Leadership Development Classes: Leading Others

Although these classes are designed with formal leaders in mind, most are available and valuable for informal leaders as well.

- Art of Leadership
- Change Leaders One and Two
- Coaching One: Coaching with Feedback
- Coaching Two: Coaching with Inquiry
- Coaching Three: Intensive
- Creating the Best Place to Work Series
- Difficult Conversations
- Effective Discipline
- Finance for Leaders
- New Leader Orientation
- Pressures and Priorities
- Professional Development Programs
- Right Person, Right Job
- Transitioning from Co-worker to Leader
Staff Development: Leading Self

Class descriptions: A brief class overview is provided on pages three through eight for each staff development class.

About: Whether you’re leading others or contributing as a team member, the staff development classes are open to all employees. These classes help you achieve more effectiveness and success in your work. Many of the classes focus on interpersonal skills vital for leading self and working with team members and patients. Staff development classes support employees as they:

• Live out the Standards of Excellence and UCH values.
• Strive to achieve the UCH mission and vision.
• Align their work with the Global Path to Success and UCH strategic objectives.

Click here to visit the Staff Development site to learn more about our programs and the Standards of Excellence.

Staff Development Learning and Development Specialists:

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Attending classes offered in another region:
Most classes are available in every region. However, if there is a class that you would like to attend that is not currently offered at your campus, you are welcome to travel to one of the other campuses to attend the session. Manager approval is required to attend classes in another region.

We care about our employees and in helping them grow and develop.
- Karen Burke, director, Staff Development and Engagement
COMMUNICATING BETWEEN THE GENERATIONS
To view class times and enroll, click here to sign into ULearn.
This class explores the communication and working styles of each generation. Have you ever heard the following comments? “You need to pay your dues,” “Do we really need another meeting?” or “Can’t we communicate by email, or better yet, I will text you.” We have four generations working in our organization simultaneously. Participants in this class will:
1. Describe primary workforce generational differences in values and attitudes.
2. Identify specific beliefs, values and attitudes of the millennial generation.
3. Acquire practical ways to work more effectively with all generations.

COMMUNICATING CLEARLY AND EFFECTIVELY
To view class times and enroll, click here to sign into ULearn.
Assertiveness is a communication style in which you stand up for your rights while respecting the rights of others. Learn how to constructively give feedback in order to enhance your relationships – both personally and professionally. Participants in this class will:
1. Recognize the differences between passive, assertive, aggressive and passive-aggressive communication.
2. Describe how to confidently express yourself while seeking common ground with others.

COMPassion Fatigue
To view class times and enroll, click here to sign into ULearn.
Compassion fatigue, burnout and work-related stress are challenges most health care workers face. This workshop will help participants understand the causes of compassion fatigue and burnout as well as specific ways to avoid or recover from this widespread problem. By examining the physiological basis of stress, we gain practical insight on how to reduce the effects of high-intensity environments like health care. Through this examination, we can reconnect with our compassion and the core values that led us into professional care-giving in the first place. Led by a trained compassion fatigue and trauma specialist with many years of experience in health care and teaching, this fast-paced and often funny workshop has received positive feedback from nurses, doctors, social workers, chaplains, case managers, patient access staff, military and law enforcement.

Computer Skills Training – Online Resources
Click here to view computer skills training resources.

CONFLICT TO COLLABORATION
To view class times and enroll, click here to sign into ULearn.
Do you know how to prepare yourself to address a conflict you’ve avoided? Do you know how to control your emotional triggers and be fully present during difficult conversations? Many of us dread confronting another person about a conflict. Managing conflict can be a positive experience that results in stronger relationships both personally and professionally. Being able to communicate in a positive, respectful manner is one of our Standards of Excellence. Learn tools that you can apply immediately. Participants in this class will:
1. Determine the best way to approach the conversation.
2. Identify your conflict style.
3. Learn tips and tools that help you achieve positive results.
CREATING PRESENTATIONS THAT STICK!

To view class times and enroll, click here to sign into ULearn.

Have you ever seen a presentation and found yourself totally lost after a few slides? Or, the sound of the presenter’s voice lulls you to sleep as they read their slides? On the flip side, have you ever seen a presentation that left you feeling uplifted or “WOWed!”? Join us to learn how to turn a lackluster presentation into one that your audience will think is well worth their time and covers the objective points clearly and concisely. In this class participants will:
1. Model our culture through engaging presence and interactions.
2. Develop content that is meaningful and can be presented through stories.
3. Learn how to make a PowerPoint that is powerful and not overwhelming with words.

CRUCIAL CONVERSATIONS BOOK CLUB

To view class times and enroll, click here to sign into ULearn.
Note: This class is currently only offered in Colorado Springs and Metro Denver.

The goal of the book club is to facilitate a review and discussion of the book “Crucial Conversations” by Patterson, Grenny, McMillan and Switzler. The aim of “Crucial Conversations” is to provide you with the tools to handle life’s most difficult and important conversations, including how to:
1. Prepare for high-stakes situations with a proven technique.
2. Transform anger and hurt feelings into powerful dialogue.
3. Make it safe to talk about almost anything.
4. Be persuasive, not abrasive.
This is a four-session course. Participants must attend three out of four class days to complete the course. Please read chapters one through three before class. This is a discussion group.


Everything I needed was offered through the hospital, so I just kept going.
- Timicia, class participant

EFFECTIVE COMMUNICATION BETWEEN YOU AND YOUR LEADER

To view class times and enroll, click here to sign into ULearn.

Discussion in this class will center on some of the challenges in communicating with your supervisor. Strategies for effective communication will be identified. Participants in this class will:
1. Identify ways of approaching their supervisors effectively.
2. Apply communication principles in interactions with their supervisors.

EMOTIONAL INTELLIGENCE

To view class times and enroll, click here to sign into ULearn.

This course is designed for individuals who want to better manage themselves and make connections with others through cognitive, behavioral and emotional skill-building. Participants in this class will:
1. Describe the four key principles of Emotional Intelligence.
2. Describe at least one skill to enhance their Emotional Intelligence and how they will attain that goal.
3. Explain the impact of the brain (neuroscience) on behavior and emotional regulation.

FEEDBACK FOR SUCCESS – GIVING AND RECEIVING CONSTRUCTIVE FEEDBACK

To view class times and enroll, click here to sign into ULearn.

Why is it so hard to give constructive feedback? Do you find receiving constructive feedback difficult? Feedback is an essential element for everyone in an organization’s workforce. Feedback is a useful tool for indicating when things are going in the right direction or for redirecting performance. Learn to provide guidance and supply information in a useful, supportive manner. Explore the different ways to become skilled at receiving feedback – This session will be interactive and a lot of fun. Participants in this class will:
1. Identify key elements of constructive feedback.
2. Demonstrate ability to give constructive feedback.
3. Demonstrate ability to receive constructive feedback.
HOW TO BE RESILIENT IN TIMES OF CHANGE

To view class times and enroll, click here to sign into ULearn.

Do you ever wonder if it is possible to develop a resilient nature during periods of change and stressful times? The answer is a resounding “YES.” Join us to learn how to build your personal resiliency in facing stressful and challenging situations. The model introduced in this class provides tools to assist with surviving and thriving in these times of stress and change. Individual coping skills are needed to survive all the changes during the integration of UCH. After completing this course, participants will be able to:
1. Identify resiliency principles you can develop on the road to build your own personal resiliency.
2. Recognize your personal responses to stress and change.

IN THE COMPANY OF WOMEN

To view class times and enroll, click here to sign into ULearn.

Behavior traits common among women in the workplace can be experienced differently than with our male counterparts. How can strengths be balanced to work collaboratively with the women we interact with both professionally and personally? Learn how to foster positive relationships, communicate directly, as well as form supportive alliances with each other. Participants in this class will:
1. Identify common strengths and sabotaging behaviors that women do in the workplace.
2. Acquire tools to communicate in a positive and respectful manner.
3. Describe ways to channel your energy into things that really matter.

HOW TO TALK WHEN THE STAKES ARE HIGH

To view class times and enroll, click here to sign into ULearn.

Note: This class is currently only offered in Metro Denver and Northern Colorado.

Do you want to learn how to hear and be heard better? This multi-session course helps you communicate more constructively with others, especially during difficult and emotional conversations. By focusing on how to transform your emotions to confidently express yourself and listen more effectively, you will fine tune your skills to facilitate powerful dialogue. Participants in this class will:
1. Identify techniques to improve how to listen.
2. Identify ways to give and receive meaningful feedback.
3. Distinguish between assertive, aggressive and passive forms of communication to become more persuasive.
4. Practice techniques to prepare for highly charged situations.
**STRESS MANAGEMENT – A MINDFULNESS BASED APPROACH**

Mindfulness is the practice of paying attention to what is happening to you in the moment—bringing full awareness to the activities you are engaged in. In recent years, mindfulness based practices have provided a potentially powerful antidote to the common causes of daily stress. Come discover how these approaches can help you weather the stress in today’s fast-paced and constantly changing environment. Participants in this class will:

1. Identify sources of stress in your work and home environments.
2. Develop mindfulness based approaches to integrate in your daily lives in response to stress.

**THE POWER OF INTROVERTS**

What do Bill Gates, Mahatma Gandhi, Dr. Seuss, and Eleanor Roosevelt all have in common? They were all introverts. Join us to learn qualities that make up an introvert and what enables them to be so uniquely successful. In a world that often places a higher worth on extroverts, this class examines the strength of the undervalued introvert. Based upon the New York Times Bestseller, “Quiet: The Power of Introverts in a World That Can’t Stop Talking” by Susan Cain. Participants in this class will:

1. Identify the characteristics of introverts and extroverts.
2. Understand the unique advantages that introverts bring to work and life.
3. Learn how to influence a work environment that allows introverts to thrive.

**TIME...SEE WHAT’S BECOME OF ME - TIPS AND TOOLS**

Are you constantly finding yourself behind schedule, wishing there were more hours in the day? Is your “Things To-Do” list growing longer by the day? In this class, you will explore time management tips and tools to more effectively manage your time/schedule/space.

For more advanced approaches to time management strategies involving balancing pressures with priorities, consider attending the course offered by Leadership Development titled “Pressures and Priorities”.
TRAINING CO-WORKERS FOR SUCCESS

Note: This offering is available upon request by department or 1:1. Please contact the staff development learning and development specialist in your region.

The orientation and onboarding of new employees is a critical piece for employee retention and overall job satisfaction. This class is designed for non-nursing employees who are responsible for training others within their departments. The focus is on developing additional skills and resources needed to enhance the learning experience between trainer and trainee. Upon completion of this course, participants will have the knowledge and ability to:
1. Define the role of a trainer.
2. Set the stage for successful learning.
3. Integrate constructive feedback in training.
4. Identify methods to assess learner outcomes.

WORK-LIFE SUCCESS SERIES

To view class times and enroll, click here to sign into ULearn.
These informational sessions, sponsored by ComPsych and UHealth OD and Wellness, are designed to provide you with the information and resources you need to improve your work-life success. Click on the links below for information on a specific session.

• Building Trust
• Developing Will Power and Self-Control for Behavior Change
• Improving Your Memory
• Laughter, Humor and Play to Reduce Stress and Solve Problems
• The Five Pillars of Personal Finance

YOUR PASSION; YOUR CAREER

To view class times and enroll, click here to sign into ULearn.
You probably already know that a big part of career satisfaction is being passionate about the company you work for and enjoying the job you do on a daily basis. When you combine your professional skills with a cause that you care about deeply, you can bring that passion to a whole new level. When the work you do fits who you are, you will stand out as a uniquely capable and powerful employee. This two hour session will:
1. Help you understand and identify your vision of what you want in your job/career.
2. Establish a clear plan and goals that will support you in connecting your commitment to action.
Leadership Development: Leading Others

Class descriptions: Class overviews are provided on pages nine through 13 for each leadership development class.

About: Leadership Development and Consulting is pleased to provide these leadership development opportunities. Although these classes are designed with formal leaders in mind, most are available and valuable for informal leaders as well. We also work with teams through a number of customized consulting services, including coaching, team development, facilitation and conflict resolution. The leadership development classes in this catalog align with UCHHealth’s Standards of Excellence and leadership competencies.

Quick Links:
• To see which classes tie to which leadership competencies, click here and scroll down the page.
• To visit the LDC site to learn more about these programs and leadership competencies, click here.
• Click here to take the UCHHealth leadership competencies self-assessment.

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ART OF LEADERSHIP (a series of six sessions)

Enrollment: Leaders will receive a program announcement from artofleadership@uchealth.org. Please respond to enroll.

The Art of Leadership six-month program is designed for those in formal positions of leadership. Participants in AOL will:
1. Benefit from the cohort modality used to facilitate dynamic classroom and applied learning experiences that provide a robust leadership development experience.
2. Learn and apply foundational leadership principles to increase the leader’s knowledge and self-awareness.
3. Obtain foundational leadership skills critical for improving their leadership competencies and their ability to lead others.

Participants are expected to work with other participants on an improvement project, complete limited supplemental reading and make two presentations. Participants must also meet the following program eligibility requirements:
• Participants must have direct reports who they formally supervise.
• In some cases, with manager or director approval, people in lead positions who do not have direct reports but who are responsible for providing feedback and performance evaluations for others will be considered for participation.
• Participants must be high performers (as rated by their manager) and be in good standing with the organization.

CHANGE LEADERS ONE

To view class times and enroll, click here to sign into ULearn.

The focus of this two-part class is on leading change. Part One targets the impact of change on employees and how a leader can help staff deal with change.

CHANGE LEADERS TWO

To view class times and enroll, click here to sign into ULearn.

Part Two presents an eight-step process for leading change as proposed by author John Kotter with a focus on communication and a section on dealing with resistance to change.
COACHING ONE: Coaching with Feedback
To view class times and enroll, click here to sign into ULearn.
The first of three coaching classes, this course will introduce participants to the basic concepts of coaching with the use of feedback as a way to grow the capacity of employees. Although this class is introductory, participants will be expected to have a strong foundation in communication.

COACHING TWO: Coaching with Inquiry
To view class times and enroll, click here to sign into ULearn.
This class is part two of the three-part coaching series. This course will expand and enhance a leader’s skills in coaching, and go a little further into the knowledge, skills and abilities needed for effective coaching with an emphasis on the use of inquiry.

COACHING THREE: Intensive
To view class times and enroll, click here to sign into ULearn.
This class is the last class in the three-part coaching series. This course will expand and enhance the advanced skills of coaching. Participants will use role play to practice their coaching skills. Participants have the option of having role play video-recorded and debriefed in a one-on-one coaching session with an organizational development consultant.

CREATING THE BEST PLACE TO WORK SERIES (three two-hour classes)
To view class times and enroll, click here to sign into ULearn.
This three-part series provides a framework for creating the best team experience. The first session focuses on establishing individual and team relationships with a clear shared purpose (commitment). The second session provides techniques for making the most of clear, shared purpose to achieve results (connection). The third session covers techniques for maintaining the established individual and team commitment and connection through check-ins.

PART ONE: Creating the Best Place to Work with Commitment
To view class times and enroll, click here to sign into ULearn.
This two hour class highlights the importance of growing and enhancing commitment in those we lead and ourselves. In addition to covering why commitment matters, participants will also receive tools for developing commitment with individual team members and the team as a whole. Upon completion of this class, participants will:
1. Understand the importance of individual and team commitment.
2. Describe team cultural dynamics that influence commitment.
3. Establish or reestablish shared purpose with teammates and teams.

PART TWO: Creating the Best Place to Work with Connection
To view class times and enroll, click here to sign into ULearn.
You have established clear, shared purpose that inspires commitment for your teammates. Now, you need to connect commitment with actions that result in a thriving and high performing team. This two hour class will help you achieve long-term success from individuals and the team by finessing the connection between resources, individuals and relationships. Upon completion of this class, participants will:
1. Understand how individual performance impacts team performance.
2. Develop individual and team goals that promote UCHealth mission, vision, values and strategic objectives.
3. Have a clear personal plan that will support them in connecting commitment to action for individuals and their teams.
PART THREE: Creating the Best Place to Work with Check-ins

To view class times and enroll, click here to sign into ULearn.

You have established clear, shared purpose that inspires commitment for you and your team members. You have also developed processes that foster a connection of shared commitment to daily work. Now, you need to check-in on progress and continuously improve how you lead. This two hour class will provide the opportunity to learn techniques that maximize the productivity and satisfaction of your team, including refining, supporting and attaining short- and long-term goals. Upon completion of this class, participants will:

1. Be able to recognize opportunities to check-in on individual and team commitment and connection.
2. Be aware of resources that support effective check-ins.
3. Have a set of processes that allows everyone on the team to track progress toward short- and long-term goals.

DIFFICULT CONVERSATIONS

To view class times and enroll, click here to sign into ULearn.

Conversations with staff regarding undesired behaviors and outcomes can be difficult. This class focuses on the more challenging conversations between manager and staff. Managers will learn how to have conversations with staff on topics that can be stressful or emotionally charged. This class will identify tools and a framework helpful in facilitating healthy, constructive conversations about difficult topics.

Upon completion of this class, leaders will:

1. Understand the purpose of needing to have these conversations to avoid situations that escalate to discipline.
2. Learn how to prepare for conversations about difficult topics.
3. Recognize signs of escalation during conversations.
4. Know techniques to deescalate emotions and behaviors during conversations.
5. Have a framework that supports effective communication about behaviors that are getting in the way of success for the team or teammate.

EFFECTIVE DISCIPLINE

To view class times and enroll, click here to sign into ULearn.

Note: This class is limited to formal leaders.

What if all your best efforts to correct unacceptable behavior do not work? Do you know what to do when coaching and counseling does not bring out the best in people on your team? Have you wondered when to move from coaching and mentoring to discipline? In this session, you will learn to use the process of corrective action to correct unacceptable behavior when all other solutions have failed. By the end of this course, leaders will:

1. Understand their responsibilities as leaders for coaching, counseling and discipline.
2. Know a straightforward, step-by-step process to identify when to use coaching, counseling and discipline.
3. Be able to identify elements of effective discipline.
4. Understand the UCHealth process of corrective action (coaching and mentoring) and discipline.
5. Know techniques for documenting discipline.

We invest a lot in every employee, help them grow as individuals and give them the opportunity to provide the best possible health care.

- Hilary, class participant
FINANCE FOR LEADERS
To view class times and enroll, click here to sign into ULearn.
The world of health care is changing rapidly in ways that we have never before experienced. Competition, in its many forms, is a constant threat. In order to respond to our new reality, it is our responsibility as leaders to understand the changing landscape and what it means to our organization, our departments and our employees. Finance for Leaders will provide participants training in fundamental business concepts and terminology so that leaders can articulate the reasons behind changes. Upon completion of the class, participants will:
1. Be able to speak the language of business and finance
2. Know how to read and analyze the financial statements
3. Understand the nature and drivers of cost and how to impact them

NEW LEADER ORIENTATION
New leaders will receive Outlook calendar invitations with all scheduling details.
“New Leader Orientation: Discovering the Leader in UCHealth” is an orientation experience designed to prepare our new leaders to lead at UCHealth. The complexity of leading people in our system will be addressed, as well as system and regional management responsibilities.

PRESSURES AND PRIORITIES
To view class times and enroll, click here to sign into ULearn.
This class will provide leaders with strategies for effectively balancing competing pressures and priorities. Advanced approaches to time management, planning, prioritization and delegation will be emphasized. The focus is on spending time on the important rather than the urgent.
For basic tools and tips on time management, consider attending the course offered by Staff Development titled “Time… See What’s Become of Me - Tips and Tools”.

PROFESSIONAL DEVELOPMENT PROGRAMS
Click here for information on our professional development programs.

RIGHT PERSON, RIGHT JOB: MAKING THE BEST HIRES AT UCHEALTH
To view class times and enroll, click here to sign into ULearn.
If you’re a hiring manager or if you participate in hiring teams, then this class is one you need to take. Learn about hiring within the law and how to do structured interviews that increase the likelihood of making a better hire. Learn how to support UCHealth by attracting and hiring the best and brightest in the health care industry. Upon completion of this course, participants will:
1. Understand the processes, practices and tools involved in hiring at UCHealth.
2. Understand methods used in hiring the right person for each position.
3. Learn how to plan for and conduct structured interviews.
TRANSITIONING FROM CO-WORKER TO LEADER

To view class times and enroll, click here to sign into ULearn.

Are you a new leader? Are you interested in proactively preparing yourself for a future supervisor position? Are you struggling with your transition from peer to supervisor? If you answered “yes” to any of these questions, this is the class for you. Upon completion of this class, participants will:

1. Understand the dynamics involved with transitioning from peer to supervisor.
2. Know the management, leadership and communication principles needed to transition into a leadership role.
3. Explore the interpersonal skills needed to facilitate the transition from “friends” to “friendly.”
4. Identify common barriers for new leaders.

Leadership classes have been very beneficial. There’s a big focus on self-awareness—how you interact with your team and deal with various situations.

- Philip, class participant
Professional Development Programs

Organizational Development is excited to provide these system-wide professional development opportunities. We designed programs for aspiring, informal and formal leaders who want to take their UCHealth careers to new heights. These professional development programs promote continuous leadership development and support a culture of engagement and top quality care. The professional development programs have been developed to align with UCHealth’s Standards of Excellence and Leadership Competencies. Click on the program titles below for additional details and eligibility and enrollment information.

Aspiring Leaders

Aspiring Leaders is a six-month program designed to identify traits and qualities to shift from informal leadership to formal leadership. By developing the foundation of leadership competencies essential to your growth as an aspiring leader, you’ll be able to determine for yourself if your desire aligns with the demands of being a formal leader.

Art of Leadership

The Art of Leadership six-month program is designed for those in formal positions of leadership. This program helps participants enhance their ability to lead others through the development of their skills and leadership approach.
Work-life Success Series
These informational sessions, sponsored by ComPsych and UCHealth OD and Wellness, are designed to provide you with the information and resources you need to improve your work-life success.

ON-DEMAND TRAINING
You’re busy juggling work, family and other responsibilities, so it’s understandable if you sometimes can’t spare 45 or 60 minutes for a training session, no matter how informative or engaging it is. The new On-Demand training sessions from ComPsych® provide a solution for those feeling a time crunch. These interactive sessions:
• Last between five and 10 minutes.
• Allow you to control the navigation so you can focus on the topics important to you.
• To access training visit www.guidanceresources.com.
  If you are new to the site, set up a profile using your company Web ID: UCHEALTH.

BUILDING TRUST
To view class times and enroll, click here to sign into ULearn.
Trust is an essential component of successful relationship both at work and in one’s personal life. By establishing yourself as a person in whom others can put their trust. You can position yourself for greater personal happiness and professional success. Earning trust can take time and is not always easy, however this workshop will describe several practices that help people build personal trust and credibility. Upon completion of this class, participants will be able to:
1. Identify the differences between trust and persuasiveness
2. Identify the three components of earning trust
3. Identify ways to overcome common barriers

DEVELOPING WILL POWER AND SELF-CONTROL FOR BEHAVIOR CHANGE
To view class times and enroll, click here to sign into ULearn.
Establish self-control over behaviors such as overeating, smoking, gambling, pornography consumption, shipping and other addictive behaviors can be extremely difficult and discouraging. This course will address the nature of will power and how to develop self-control for effective behavioral change. Upon completion of this class, participants will be able to:
1. Recognize the battle that occurs in the brain between impulse gratification and pursuit of long-range goals
2. Describe how stress, emotional strain, lack of sleep, and alcohol or drugs can strain mental resources and increase vulnerability to temptation
3. Describe how to increase motivation and engagement in the process via support networks and how and when to seek professional help
4. Identify ways to increase self-control

IMPROVING YOUR MEMORY
To view class times and enroll, click here to sign into ULearn.
Our ability to remember things is one of the most useful tools we have in our work and home lives, but the amount of things we are trying to remember at once can sometimes be overwhelming. What do you do if you have a bad memory? The truth is, most people don’t have bad memories, they just haven’t learned how to use their memory efficiently. Memory is a skill, and like any skill, with practice it can be developed and improved. This workshop offers participants tips and tools for improving their memory skills. Upon completion of this class, participants will be able to:
1. Describe how memory works
2. Identify and practice techniques that can aid your memory
3. Identify ways you can continue to work on improving your memory
LAUGHTER, HUMOR AND PLAY TO REDUCE STRESS AND SOLVE PROBLEMS

Professional comedians shouldn’t be the only people smiling, laughter, humor and play as part of their daily routine. These skills are valuable for everyone. A good smile has long been a key tool for anyone who needs to influence others. Laughter is now shown to improve our pain tolerance. Humor and play can be the building blocks of problem-solving. Together they can improve our happiness and effectiveness. Upon completion of this class, participants will be able to:

1. Understand the benefits of smiling
   - Improving your mood
   - Keeping a positive focus through an easy exercise
   - Building confidence and receptiveness among others
2. Use laughter to:
   - Improve cardio-vascular health by practicing voluntary laughter
   - Enjoy the social dynamic of group behavior
   - Reduce stress
3. Use humor and play to:
   - Have fun by building simple jokes
   - Improve creatively by keeping editing separate from the creative proves
   - Build relationships by saying “Yes, and…”

THE FIVE Pillars of Personal Finance

The United States Department of the Treasury has proposed a set of financial core competencies that will be used to establish a clear understanding about all adults should know regarding the basic concepts of financial literacy. The five core concept areas identified are:

- Earning
- Spending
- Saving
- Borrowing
- Protecting against risk

Upon completion of this class, participants will be able to:

1. Understand your paycheck in detail, including its relation to benefits and taxes
2. Develop a spending plan, track spending plan, and develop a strategy to live within your means
3. Define a personal savings plan, understand the applicability of different types of financial accounts, and the personal financial risk associated with savings and investment vehicle
4. Understand the cost of borrowing and how to secure the best types of credit for the need
5. Recognize the need to protect against risk through appropriate insurance vehicles and how to protect your identity against possible fraud and scams

UCHealth understands me as a whole person and they’re helping me to be the best I can be.

-Demixica, class participant
Computer Skills and Microsoft Office Training and Resources

Online resources

These highly effective resources allow you to optimize your skills on your own schedule. Click on the links below to access training resources.

Microsoft 2010 training modules: Training is available for programs including SharePoint, Outlook, Lync, OneNote, Word, Excel, PowerPoint and many others.

TypingWeb.com: A free online typing tutor that will help you improve your typing speed.

Maximize Your Productivity with Outlook 2010 YouTube Videos:

- Part 1 - Email Management
- Part 2 - Managing Tasks
- Part 3 - Managing Your Calendar
- Part 4 - Managing Contacts

To Access Microsoft Office and other computer training resources in ULearn:

1. Click here to sign into ULearn through the Lawson Self-Service portal, or type the following URL into your browser: https://myhr.uchealth.org/.
2. Click on Learn (near top of page).
3. Click on Resources (on left side of page).
4. Search for resources by keyword or scroll through the resources listed on the page.
Taking time away from your unit or your desk to attend training can be challenging. The OD team is able to come to your department to conduct customized training that meets the specific needs of your unit. Training can be designed to address a variety of topics such as teambuilding, communication, goal setting, team performance and employee engagement. Customized training may take place during a time and venue that works best for your team, such as at a staff meeting, over lunch or in the early morning or evening.

**How to request customized training for your team:**

Contact your local OD team member. OD contact information is listed below. If dialing internally, please use the following: Northern Colorado: 192 + 5 digit extension | Metro Denver: 191 + 5 digit extension | Colorado Springs: 190 + 5 digit extension

**Staff Development Learning and Development Specialists**

- **UCHealth:** Karen Burke, system director, OD, 970.237.7952 Karen.Burke@UCHeath.org
- **Northern Colorado:** Glenanne Engstrom, 970.237.7953 Glenanne.Engstrom@UCHealth.org
- **Northern Colorado:** Mary Rapisardo, 970.237.7956 Mary.Rapisardo@UCHealth.org
- **Metro Denver:** Lori Shearston, 303.752.8332 Lori.Shearston@UCHealth.org
- **Colorado Springs:** Michelle Majors, 719.365.8830 Michelle.Majors@UCHealth.org

**Leadership Development and Consulting - OD Consultants**

- **Northern Colorado:** Shay Bright-Mouttet, 970.237.7957 Shay.Bright.Mouttet@UCHealth.org
- **Northern Colorado:** Sharon Hamman, 970.237.7954 Sharon.Hamman@UCHealth.org
- **Metro Denver:** Tim Wilson, 303.752.8337 Timothy.Wilson@UCHealth.org
- **Metro Denver:** Kitso Branch, 303.752.8319 Kitso.Branch@UCHealth.org
- **Colorado Springs:** Amanda Acker, 719.365.6935 Amanda.Acker@UCHealth.org
Enrollment for all training is by self-registration in ULearn.

1. Click here to sign into ULearn through the Lawson Self-Service portal, or type the following URL into your browser: https://uchess.uch.edu/.

2. Click on Learn (near top of page).

3. Click on Search (on left side of page).

4. Search keyword (example shown below: “coaching”).

5. Click on info/Register.

Click here to learn more about ULearn and how to register for classes, or type the following URL into your browser: https://thesource.uchealth.org/Departments/HR/OD/Pages/U-Learn.aspx. In addition to the classes listed in this catalog, there will be supplemental learning opportunities that are offered in each region, so we encourage you to check ULearn often for updates.

For questions regarding enrollment and scheduling, contact: 970.237.7951 or, 192.77951.