“Education is the kindling of a flame, not the filling of a vessel”

~Socrates
Strategy
Our strategy is to provide professional and leadership development at all levels that is linked directly to supporting the University’s Mission, Vision and Values, as well as, the execution of the strategic priorities related to enhancing and promoting development programs at all career stages.

Program Introduction
The Learning and Development team is excited to announce our new self-paced, customizable Manager Certification Program. 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. For information regarding how individuals are selected and how progress will be tracked, please see the Resources section at the back of this guide. In addition, this program includes a development plan template to be used to identify skills/competency development, coaching opportunities, on-the-job training, and course selection. This template is intended to be the participant’s roadmap and conversation tool for the participant and manager to discuss progress throughout the program.
As with any new program, we will review feedback and determine if modifications should be made to the program. If you have any questions or would like to discuss how we can further customize this program for your department, please feel free to reach out to me.

Thank you,

Debbie Lammers
Director, Learning and Development
Debra.Lammers@cuanschutz.edu
Core Curriculum

Individuals must complete all of the courses in this category.

These courses are scheduled on a regular basis and subject to availability. The Managers Toolkit series is done through Canvas.

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<thead>
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To view course schedule and information on how to register, visit our website at [https://www1.ucdenver.edu/offices/human-resources/learning-development](https://www1.ucdenver.edu/offices/human-resources/learning-development)

In addition to the courses listed, participants will also be required to attend 4 Group Discussions hosted via Zoom. These are group mentoring sessions to discuss lessons learned, how learnings have been applied, review case studies, and to answer any questions participants may have.
Electives

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Core Curriculum

The following provides a brief description of each of the core courses. For detailed information, please visit our website at https://www1.ucdenver.edu/offices/human-resources/learning-development.

5 Choices of Extraordinary Productivity

**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 two-day 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, the learner 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
- Understand specific tips and tools that can help you plan weekly and daily to execute excellence
- Learn how to make technology work for you
- Learn how to apply simple yet critical ways of increasing energy to make good decisions and feel more accomplished each day

6 Critical Practices for Leading Teams

**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 help individuals transition successfully from an individual contributor to leaders 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 manager their teams.

Upon completion, the learner will be able to:

- Explore the critical mindset shifts that will maximize your success as a leader of others.
- Increase team engagement by conducting regular meetings.
- Create clarity about team goals and results; delegate responsibility to team members while providing the right level of support.
- Give 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.
Communicating as a Leader

**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, the learner 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
- Understand the role communication plays – both verbal and non-verbal
- Identify the importance of email communication and common guidelines for writing effective emails

Crucial Conversations

**COURSE DESCRIPTION / CONTENT**

This two-day 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, the learner will be able to:**
- Make high-quality decisions, and act on those decisions with unity and commitment
- Deal with 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

Establishing Self-Trust

**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, the learner will be able to:**
- Understand 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
Establishing Relationship Trust

**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, the learner will be able to:

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

Extended DISC

**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, the learner will be able to:

- Understand how people are different
- Develop self-awareness
- Learn to identify the styles of others
- Modify behavior based on the other person’s style

Fundamentals of Continuous Improvement Methodology and Culture

**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, the learner will be able to:

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

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, the learner will be able to:
- Understand 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

Elective Curriculum

The following provides a brief description of each of the core courses. For detailed information, please visit our website at https://www1.ucdenver.edu/offices/human-resources/learning.

4 Disciplines of Execution

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, the learner will be able to:
- Clearly identify goals and priorities
- Identify and organize individual actions
- Understand how to best track actions and achievement
- Learn how to engage in simple processes that highlight successes, analyze failures, and course-corrects as necessary
7 Habits of Highly Effective People

**COURSE DESCRIPTION / CONTENT**

Renowned as the world’s personal leadership development offering, the new The 7 Habits of Highly Effective People Signature Edition 4.0 aligns timeless principles of effectiveness with modern technology and practices. No matter how competent a person is, they will not have sustained and lasting success unless they are able to effectively lead themselves, influence, engage and collaborate with others, and continually improve and renew their capabilities. These elements are at the heart of personal, team, and organizational effectiveness.

**Upon completion, the learner will be able to:**

- Learn how to take initiative
- Take responsibility for behavior, results, growth
- Focus time and energy on things you can control
- Innovate and problem solve with those that have different viewpoints and perspectives than your own
- Execute your most important priorities
- Improve interpersonal communication
- Learn how to leverage creative collaboration
- Apply principles for achieving a balanced life
- Seek continuous improvement and renewal professionally and personally

Continuous Improvement: Understanding Current State

**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, the learner will be able to:**

- Apply tools for project scoping and visualizing current state

Crucial Accountability

**COURSE DESCRIPTION / CONTENT**

This two-day course 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, the learner will be able to:**

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Manager Certification Program Guide
• Discuss expectations in a way that yields two-way accountability and allows further progress to be made
• Consistently apply skills that leads to faster problem solving, decision-making, and conflict resolution
• Improve relationships & productivity

**DISC – Successful Interactions**

**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, the learner 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

**From Bias to Active Allyship**

**COURSE DESCRIPTION / CONTENT**

This course explores what it means to be an active ally, offers strategies to cultivate mindfulness and recognize unconscious bias, and provides hands-on skills building to intervene when microaggressions occur.

**Upon completion, the learner will be able to:**

- Review unconscious bias and social identity
- Define what it means to be an active ally
- Learn and practice: mindfulness skills and practice micro interventions

**Introduction to Continuous Improvement Tools for Application**

**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, the learner will be able to:**

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

**COURSE DESCRIPTION / CONTENT**

Employees typically spend up to 40 percent of their time preparing for and participating in meetings. With poor planning and unclear agendas, meetings end up losing focus and devouring time, energy, resources, and money. This perpetuates an environment where people show up late for meetings or leave early, no one takes the lead, decisions are delayed, and worst of all, and people don’t take action after the meeting. Yet with the right training, skills, and processes, running effective meetings, proceeding productively, and ending with a clear course of action will become the standard.

This dynamic and engaging one-day course teaches employees how to run effective meetings, focusing productively during the meeting, and following through successfully after the meeting.

**Upon completion, the learner will be able to:**

- Initiate, plan, and define the meeting’s purpose
- Develop skills to manage and conduct productive meetings
- Develop and use meeting ground rules
- Use the “Meeting Advantage Planner” to schedule follow-through
- Review meetings for improvements

Performance Management

**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, the learner 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
- Locate resources to assist in performance management

Presentation Advantage

**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 two-part 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, the learner will be able to:

- Define presentation success
- Identify the clear purpose to be achieve with the message
- Create a memorable introduction and conclusion
- Learn how to design visuals to increase attention to and retention to the message
- Handle questions and group dynamics

**Project Management Essentials**

**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 one-day course will help provide the mindset, skillset, and toolset to participants that will consistently deliver successful projects to completion.

Upon completion, the learner will be able to:

- Understand 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
- Hold team members accountable to project plans
- Create a clear communication plan around the project that includes regular project status reports and project changes
- Reward and recognize the contributions of project team members

**Unconscious Bias and Virtual Settings**

**COURSE DESCRIPTION / CONTENT**

This course explores how unconscious bias manifests in virtual settings through language, symbolism and nonverbal cues to privilege and disadvantage at social identity points. The course also explores the range of reactions that can manifest when first discovering our own unconscious biases.

Upon completion, the learner will be able to:

- Explore the definitions and real-world examples of unconscious bias and microaggressions in virtual settings
- Discuss strategies for mitigating the impacts of unconscious bias and microaggressions
Understanding and Applying State Classified Rules
This course has transitioned from the classroom to on-line allowing individuals to complete the course at their own pace.

**COURSE DESCRIPTION / CONTENT**
This course is designed to provide a foundation for supervisors/managers to understand supervision in the State personnel system. This course will discuss the Personnel Board Rules and the Administrative Procedures (11 Chapters).

**Upon completion, the learner will be able to:**
- Learn the basics of State Classified positions as related to the Personnel Board Rules

Writing SMART Performance Goals
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, the learner 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
- Understand the importance of developing an action plan and trailing goal program
### Competency Categories

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<td>2 hours</td>
<td>Instructor Led (IL)</td>
<td>No Charge</td>
</tr>
<tr>
<td>From Bias to Active Allyship</td>
<td>Diversity and Inclusion</td>
<td>1.5 hours</td>
<td>Instructor Led (IL)</td>
<td>No Charge</td>
</tr>
<tr>
<td>Introduction to Continuous Improvement Tools for Application</td>
<td>Sarah Buier</td>
<td>2 hours</td>
<td>Instructor Led (IL)</td>
<td>No Charge</td>
</tr>
<tr>
<td>Meeting Advantage</td>
<td>Human Resources</td>
<td>1 day</td>
<td>Instructor Led (IL)</td>
<td>No Charge</td>
</tr>
<tr>
<td>Performance Management</td>
<td>Human Resources</td>
<td>3 hours</td>
<td>Instructor Led (IL)</td>
<td>No Charge</td>
</tr>
<tr>
<td>Presentation Advantage</td>
<td>Human Resources</td>
<td>2 sessions 4 hours each</td>
<td>Instructor Led (IL)</td>
<td>No Charge</td>
</tr>
<tr>
<td>Project Management Essentials</td>
<td>Human Resources</td>
<td>1 day</td>
<td>Instructor Led (IL)</td>
<td>On-Line $50 In-Person $170</td>
</tr>
<tr>
<td>Unconscious Bias and Virtual Setting</td>
<td>Diversity and Inclusion</td>
<td>1.5 hours</td>
<td>Instructor Led (IL)</td>
<td>No Charge</td>
</tr>
<tr>
<td>Understanding and Applying State Classified Rules</td>
<td>SkillSoft Course</td>
<td>2 hours</td>
<td>SkillSoft</td>
<td>No Charge</td>
</tr>
<tr>
<td>Writing SMART Performance Goals</td>
<td>Human Resources</td>
<td>3 hours</td>
<td>Instructor Led or SkillSoft</td>
<td>No Charge</td>
</tr>
</tbody>
</table>
Resources

Supervisor Nomination / Employee Request for Nomination
There are two ways to apply or express interest in attending this program: 1) Supervisor can nominate an individual for the program and 2) an individual can request a nomination for the program.

The following outlines the supervisor nomination process:

- Click [here](#) to nominate a participant through C-Vent. This form of nomination must be completed by the supervisor or manager.
- Once the nomination is submitted, the participant and supervisor will receive an email confirmation. This confirmation will include further instructions regarding the program.
- If there are any questions regarding enrollment, please email HR.TrainingRegistration@ucdenver.edu.

The following outlines the request for nomination process:

- An individual can request to be nominated by clicking [here](#). This will take you to the C-Vent site.
- Part of the interest form requires you to include the name and email address of your supervisor. We encourage all individuals to discuss their interest in the program prior to submitting a nomination request.
- Once the nomination is received, an email will be sent to the supervisor notifying them of your interest and will provide next steps.
- The supervisor must complete a Supervisor Nominator for the employee to participate in the Manager Certificate Program.
- If there are any questions regarding enrollment, please email HR.TrainingRegistration@ucdenver.edu.

Program Tracker
To assist individuals in tracking their progress, there is a program tracker that participants must complete. The program tracker will be included in the confirmation email the participant receives once nomination is submitted through C-Vent. After completing all requirements, the participant must submit the completed PDF to the Learning and Development team. Once the team has confirmed completion of requirements, the participant will receive a certificate of completion.

Development Plan
To assist individuals and managers in identifying an annual development plan, there is a Manager Certification Program Development Plan template that participants and managers should jointly complete. This template guides the participant and supervisor in identifying skills/competencies to focus on for a 12-month period. It includes identifying no more than three development goals for the 12-month period, identify the activities (coaching, on-the-job learning, or classes) associated with the goal, monitor progress, and regular sign-off/discussion with the supervisor.
FAQs

Q: Is supervisor approval required for the program?

A: Yes. Individuals can express interest in the program by completing the employee interest information on the C-Vent site; however, they must have the approval of their supervisor to participate in the program. Once the request is received, the Learning and Development Team will confirm approval with the applicant’s supervisor.

Q: After completing the program, will I be eligible for a raise or promotion to manager?

A: This certification program does not guarantee raises or promotion to a supervisor/manager position. It is intended to help individuals gain/enhance skills and competencies to be successful in their current role and future roles that may become available. Please talk with your supervisor/manager concerning raise and promotion opportunities.

Q: If I have already taken any of the courses listed prior to registering for the program, can I show them as complete?

A: Yes. Previous attendance in any of the courses that have been taken within the last 2-years or have not had significant changes (i.e., Crucial Conversations, Crucial Accountability) can count towards completion of the program.

Q: If the class was conducted by my department, can I include as a completed course?

A: Yes. If your department hosted the course, please make a notation on the tracking guide that this was a department sponsored course. If we have any questions, we will contact you regarding the course. Same restriction applies as noted in the first question/answer.

Q: How long will it take me to complete the program?

A: As this is a self-paced course, it will primarily depend on your availability to complete the requirements. Typically, this type of program could take approximately two to three years to complete. Remember this is a process that is more than just attending courses. You will work with your manager to create opportunities for practicing skills learned in class, coaching/mentoring, and other on the job tasks.

Q: What if the class(es) I need to attend are full with a waitlist?

A: Individuals enrolled in the certification program will receive priority consideration for enrollment in classes. If you are attempting to enroll in a class and it is full, please send an email to HR.TrainingRegistration@ucdenver.edu and we will assist in your enrollment.
Notes

Use this area to take additional course notes