# TABLE OF CONTENTS

4 Disciplines of Execution .............................................................. 4  
5 Choices of Extraordinary Productivity ............................................. 5  
6 Critical Practices for Leading a Team ................................................ 6  
7 Habits of Highly Effective People ...................................................... 7  
Boot Camps ..................................................................................... 8  
Clifton Strengths Finder (Part 1) ......................................................... 9  
Clifton Strengths Finder (Part 2) – Maximizing Your Strengths. 10  
Communicating as a Leader - Professional Development Seminar .......................................................................................... 11  
Continuous Improvement: Understanding Current State .......... 12  
Crucial Accountability ................................................................ 13  
Crucial Conversations ................................................................ 14  
Crucial Conversations ................................................................ 15  
Discrimination and Sexual Misconduct ....................................... 16  
Employee Leave – Informational Session ................................... 17  
Establishing Self-Trust (Part 1) .................................................... 18  
Establishing Relationship-Trust (Part 2) ..................................... 19  
Extended DISC (Part 1) ................................................................. 20  
Extended DISC (Part 2) – Successful Interactions ...................... 21  
Facilitation Skills ........................................................................... 22  
Fundamentals of Continuous Improvement Methodology and Culture .......................................................................................... 23  
Introduction to Continuous Improvement Tools for Application24
Leaders at Change ........................................................................ 25
Leading at the Speed of Trust ...................................................... 26
Manager Toolkit............................................................................. 27
Managing a Hybrid Team .............................................................. 28
Meeting Advantage ....................................................................... 29
Performance Management ............................................................ 30
Presentation Advantage ............................................................... 31
Project Management Essentials For the Unofficial Project
Manager ......................................................................................... 32
Speed of Trust ............................................................................... 33
Time Mastery ................................................................................. 34
Understanding Emotional Intelligence ........................................ 35
Working with Employees with Health Conditions ....................... 36
Writing Advantage ......................................................................... 37
Writing SMART Performance Goals ............................................. 38
Cancellation Policy ....................................................................... 39
Manager Certification Program .................................................... 40
Customized Requests ................................................................... 41

FOR QUESTIONS ON COURSE OFFERINGS, PLEASE CONTACT:
HR.TRAININGREGISTRATION@UCDENVER.EDU.
4 Disciplines of Execution
(1-day course)

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

WHO SHOULD ATTEND
• Supervisors/managers and employees that are responsible for setting department goals

COURSE PRE-REQUISITES / PRE-WORK
Pre-Requisites
• No pre-requisites for attending this course

Pre-Work
• Bring 1 to 2 department goals to the session. The goals will be used to map your wildly important goal plan.

HOW TO REGISTER
• Click here to register in Skillsoft for this class. You will be directed to the portal.

COST
• There is no cost to attend this course

ADDITIONAL LEARNING OPPORTUNITIES
• After completing the course, you have the option to take part in boot camps that take a more targeted look at course concepts and receive focused attention for help with applying what was learned in class. Click here to sign up in Cvent.
5 Choices of Extraordinary Productivity
(2-day course – must be able to attend both sessions)

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

WHO SHOULD ATTEND
• Supervisors/managers and employees at all levels of the University

COURSE PRE-REQUISITES / PRE-WORK
Pre-Requisites
• No pre-requisites for attending this course
Pre-Work
• No pre-work for attending this course

HOW TO REGISTER
• Click here to register in Skillsoft for this class. You will be directed to the portal.

COST
• $170 – covers course materials, All Access Pass, and lunch for both sessions - Please note that your registration is not confirmed until we have received a speedtype for charges. Once registered via Skillsoft, please email your speedtype to HR.TrainingRegistration@ucdenver.edu.
6 Critical Practices for Leading a Team
(1-day course)

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 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 manage 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.

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

- No cost for this course
7 Habits of Highly Effective People
(2-day course – must be able to attend both sessions)

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

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

COURSE PRE-REQUISITES / PRE-WORK
Pre-Requisites
- No pre-requisites for attending this course

Pre-Work
- 7 Habits Assessment (*you will receive the pre-course assessment a couple of weeks prior to the course)

HOW TO REGISTER
- Click here to register in Skillsoft for this class. You will be directed to the portal.

COST
- $170 – covers course materials, All Access Pass, and lunch for both sessions - Please note that your registration is not confirmed until we have received a speedtype for charges. Once registered via Skillsoft, please email your speedtype to HR.TrainingRegistration@ucdenver.edu.
Boot Camps

**COURSE DESCRIPTION / CONTENT**

We are excited to offer several virtual “boot camps” to help you further refine your skills in a variety of areas. The boot camps are designed as 1 hour to 1 hour 30 minutes and will take a hands-on approach to a topic that was covered in a full training. Each of these sessions will be limited in size to provide targeted help with individual needs.

Currently we are offering boot camps that build on concepts taught in Extended DISC, DISC - Successful Interactions, Establishing Self-Trust, Establishing Relationship Trust, 5 Choices of Extraordinary Productivity, 6 Critical Practices for Leading Teams, and Leaders at Change.

**WHO SHOULD ATTEND**

Individuals looking for a more in-depth view of the concept covered in the topic of the boot camp.

**COURSE PRE-REQUISITES / PRE-WORK**

Pre-Requisites

- Yes, only register for boot camps in which you have attended the relevant course.

**MORE DETAILS ON WHICH BOOT CAMPS ARE OFFERED AND HOW TO REGISTER**

Click [here](#) to register in Cvent for this boot camp.

**COST**

There is no cost to attend a boot camp.
Clifton Strengths Finder (Part 1)
(3-hour course)

COURSE DESCRIPTION / CONTENT

This interactive training course helps you to discover what natural talents you already possess and how you can develop those talents into strengths, enabling you to "consistently provide near-perfect positive performance".

Upon completion, the learner will be able to:
- Recognize their top five talents and discover their meaning
- 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 their strengths into action

WHO SHOULD ATTEND

- 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

COURSE PRE-REQUISITES / PRE-WORK

Pre-Requisites
- No pre-requisites for attending this course

Pre-Work
- Clifton Strengths Finder Assessment prior to course and print out reports (*you will receive the pre-course assessment a couple of weeks prior to the course)

HOW TO REGISTER

- Click here to register in Skillsoft for this class. You will be directed to the portal.

COST

- $16 – covers course assessment and materials. Please note that your registration is not confirmed until we have received a speedtype for charges. Once registered via Skillsoft, please email your speedtype to HR.TrainingRegistration@ucdenver.edu.
Clifton Strengths Finder (Part 2) – Maximizing Your Strengths
(2-hour course)

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, the learner will be able to:
- Recognize the “raw” versus “mature” state of your strengths
- Develop strategies for moving your strengths to the “mature” status
- Understand the dynamics of how we utilize our strengths
- Develop a plan to put their strengths into action

WHO SHOULD ATTEND

- Individuals who have taken the Gallup Strengths Finder and attended a Clifton Strengths Finder workshop

COURSE PRE-REQUISITES / PRE-WORK

Pre-Requisites
- Must have taken Clifton Strengths Finder workshop
- Must have copy of “Top 5 Strengths Report and Insight Guide”

Pre-Work
- Print and bring “Top 5 and Insight Guide Reports” to the session

HOW TO REGISTER

- Click here to register in Skillsoft for this class. You will be directed to the portal.

COST

- There is no cost to attend this course.
Communicating as a Leader - Professional Development Seminar
(2-hour course)

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

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
- No pre-requisites for attending this seminar

Pre-Work
- No pre-work for attending this seminar

HOW TO REGISTER

- Click here to register in Skillsoft for this class. You will be directed to the portal.

COST

- There is no cost to attend this seminar.
Continuous Improvement: Understanding Current State
(2-hour course)

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

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

Pre-Work

• No pre-work for attending this course

HOW TO REGISTER

• Click here to register in Skillsoft for this class. You will be directed to the portal.

COST

• There is no cost to attend this course.
Crucial Accountability
(2-day course – must be able to attend both sessions)

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:
- 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

WHO SHOULD ATTEND
- Supervisors/managers at the University

COURSE PRE-REQUISITES / PRE-WORK

Pre-Requisites
- Crucial Conversations

Pre-Work
- No pre-work for attending this course

HOW TO REGISTER

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

COST

- $290 – covers course materials and lunch for both sessions - Please note that your registration is not confirmed until we have received a speedtype for charges. Once registered via Skillsoft, please email your speedtype to [HR.TrainingRegistration@ucdenver.edu](mailto:HR.TrainingRegistration@ucdenver.edu).
Crucial Conversations
(2-day course – must be able to attend both sessions)

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

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
• No pre-requisites for attending this course

Pre-Work
• No pre-work for attending this course

HOW TO REGISTER

• Click here to register in Skillsoft for this class. You will be directed to the portal.

COST

• $290 – covers course materials and lunch for both sessions - Please note that your registration is not confirmed until we have received a speedtype for charges. Once registered via Skillsoft, please email your speedtype to HR.TrainingRegistration@ucdenver.edu.
Crucial Conversations
(*abbreviated ~ 1-day course: note: this is a custom course option)

COURSE DESCRIPTION / CONTENT

This abbreviated one-day 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, 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

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
- No pre-requisites for attending this course

Pre-Work
- No pre-work for attending this course

Post-Work
- Two 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 email HR.TrainingRegistration@ucdenver.edu for additional information.

COST

- $275 – covers course materials and lunch for this custom course request.
Discrimination and Sexual Misconduct
(2-hour course)

COURSE DESCRIPTION / CONTENT
Learn more about discrimination and sexual misconduct, what 15 classes are protected from discrimination, how to report sexual misconduct, and more in this in-depth training from the Office of Equity. We will use a combination of policy review, videos, examples, and case studies to delve deep into issues of equity on our campus—what you can do to prevent and stop them and how we as an institution can respond.

Upon completion, the learner will be able to:
- Become familiar with discrimination and harassment protections and the types of discrimination and harassment that occur in employment and education environments
- Understand reporting requirements for University employees

WHO SHOULD ATTEND
- Mandatory for all University employees – can be taken in-person or online (*see Skillsoft for online course)

COURSE PRE-REQUISITES / PRE-WORK
Pre-Requisites
- No pre-requisites for attending this course

Pre-Work
- No pre-work for attending this course

HOW TO REGISTER
- Click here to register in Skillsoft for this class. You will be directed to the portal.

COST
- There is no cost to attend this course.
Employee Leave – Informational Session
(1-hour course)

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 the 2-hour course, “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, the learner will be able to:
- Understand 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
- No pre-requisites for attending this course
- Employees are encouraged to also attend the 2-hour course, “Working with Employees with Health Conditions”

Pre-Work
- No pre-work is required for these sessions however please bring 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

- There is no cost to attend this course.
Establishing Self-Trust (Part 1)
(2-hour course)

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

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
• No pre-requisites for attending this course
Pre-Work
• No pre-work for attending this course

HOW TO REGISTER
• Click here to register in Skillsoft for this class. You will be directed to the portal.

COST
• There is no cost to attend this course.
Establishing Relationship-Trust (Part 2)
(2-hour course)

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

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
- You must have attended the 2-hour “Establishing Self-Trust” course

Pre-Work
- No pre-work for attending this course

HOW TO REGISTER
- Click here to register in Skillsoft for this class. You will be directed to the portal.

COST
- There is no cost to attend this course.
Extended DISC (Part 1)
(3.5-hour course)

**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

**Who Should Attend**
- Employees at all levels of the University

**Course Pre-requisites / Pre-work**

**Pre-Requisites**
- No pre-requisites for attending this course

**Pre-Work**
- Complete DISC assessment prior to course (*you will receive the pre-course assessment a couple of weeks prior to the course*)

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

**Cost**
- There is no cost to attend this course.
Extended DISC (Part 2) – Successful Interactions
(2-hour course)

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

WHO SHOULD ATTEND

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

COURSE PRE-REQUISITES / PRE-WORK

Pre-Requisites

• You must have completed the Extended DISC Teambuilding course
• You must have previously taken the online Extended DISC Assessment

Pre-Work

• Bring a printed copy of your full DISC assessment/profile received during Extended DISC (part 1)
• If you do not have a copy of your DISC profile, contact HR.TrainingRegistration@ucdenver.edu

HOW TO REGISTER

• Click here to register in Skillsoft for this class. You will be directed to the portal.

COST

• There is no cost to attend this course.
Facilitation Skills
(Two, 4-hour sessions - must be able to attend both sessions)

COURSE DESCRIPTION / CONTENT
In this interactive course, we will build awareness and competence around the facilitation process. We will discuss the role the facilitator plays and how to balance that with the role you hold at the University, discuss the facilitator’s mindset, and also practice skills on how to effectively and respectfully intervene when the process is off or when behavior is problematic. In addition, this course will help facilitators build awareness and skills with listening, summarizing, and reflecting.

Upon completion, the learner will be able to:
• Manage the many parts of a meeting – from preparation to follow-up
• Attend to a group’s process, progress, and ‘pulse’
• Recognize the importance of decisions making techniques and how to utilize appropriate ones
• Identify key tools for facilitating a group through a consensus building process
• Utilize practical skills in interpersonal and group communication
• Demonstrate intentionality about how and when to put on the “facilitator’s hat”

WHO SHOULD ATTEND
• Supervisors/managers and administrators at the University
• Individuals who want to improve facilitation skills

COURSE PRE-REQUISITES / PRE-WORK
Pre-Requisites
• No pre-requisites for attending this course
Pre-Work
• No pre-work for attending this course

HOW TO REGISTER
• Click here to register in Skillsoft for this class. You will be directed to the portal.

COST
• There is no cost to attend this course.
Fundamentals of Continuous Improvement Methodology and Culture
(1.5-hour course)

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

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
• No pre-requisites for attending this course

Pre-Work
• No pre-work for attending this course

HOW TO REGISTER
• Click here to register in Skillsoft for this class. You will be directed to the portal.

COST
• There is no cost to attend this course.
Introduction to Continuous Improvement Tools for Application
(2-hour course)

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

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

Pre-Work
• No pre-work for attending this course

HOW TO REGISTER
• Click here to register in Skillsoft for this class. You will be directed to the portal.

COST
• There is no cost to attend this course.
Leaders at Change
(1-day course)

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, the learner will be able to:
- Recognize why change fails
- Understand 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
- No pre-requisites for attending this course

Pre-Work
- No pre-work for attending this course

HOW TO REGISTER
- Click here to register in Skillsoft for this class. You will be directed to the portal.

COST
- There is no cost to attend this course.
- NOTE: In order to keep this a free course, lunch will not be provided. Please plan accordingly (a break for lunch will be provided as part of the session)
Leading at the Speed of Trust
(1-day course)

COURSE DESCRIPTION / CONTENT

This one-day 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, the learner 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 erode your bottom line

WHO SHOULD ATTEND

- Supervisors/managers at the University

COURSE PRE-REQUISITES / PRE-WORK

Pre-Requisites

- No pre-requisites for attending this course

Pre-Work

- Leading at the Speed of Trust Assessment prior to course and print out reports (*you will receive the pre-course assessment a couple of weeks prior to the course)

Post-Work

- Trust huddles with team

HOW TO REGISTER

- Click here to register in Skillsoft for this class. You will be directed to the portal.

COST

- $170 – covers course materials, All Access Pass, and lunch - Please note that your registration is not confirmed until we have received a speedtype for charges. Once registered via Skillsoft, please email your speedtype to HR.TrainingRegistration@ucdenver.edu.
Manager Toolkit
(Approximately 4 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, 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

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

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

COST

- No cost for this course
Managing a Hybrid Team
(2-hour course)

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, the learner will be able to:
• Describe the key components to managing a hybrid team
• Understand, 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
• University staff and faculty that supervise one or more individuals

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
• No cost for this course
Meeting Advantage
(1-day course)

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

WHO SHOULD ATTEND

- Supervisors/managers at the University

COURSE PRE-REQUISITES / PRE-WORK

Pre-Requisites

- No pre-requisites for attending this course

Pre-Work

- No pre-work for attending this course

HOW TO REGISTER

- Click here to register in Skillsoft for this class. You will be directed to the portal.

COST

- There is no cost to attend this course.
- NOTE: In order to keep this a free course, lunch will not be provided. Please plan accordingly (a break for lunch will be provided as part of the session)
Performance Management
(3.5-hour course)

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

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

- No pre-requisites for attending this course

Pre-Work

- No pre-work for attending this course

HOW TO REGISTER

- Click here to register in Skillsoft for this class. You will be directed to the portal.

COST

- There is no cost to attend this course.
Presentation Advantage
(Two, 3-hour sessions – must be able to attend both sessions)

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

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
- No pre-requisites for attending this course

Pre-Work
- Bring a presentation you are currently working on/need to create or one you have used in the past for course exercise/activities

HOW TO REGISTER
- Click here to register in Skillsoft for this class. You will be directed to the portal.

COST
- There is no cost to attend this course.
Project Management Essentials For the *Unofficial* 
Project Manager 
*(1-day course)*

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

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-REQUITES / PRE-WORK

Pre-Requisites

- No pre-requisites for attending this course

Pre-Work

- Bring a project you are currently working on to discuss and map out during the course

HOW TO REGISTER

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

COST

- $170 – covers course materials, All Access Pass, and lunch - *Please note that your registration is not confirmed until we have received a speedtype for charges. Once registered via Skillsoft, please email your speedtype to [HR.TrainingRegistration@ucdenver.edu](mailto:HR.TrainingRegistration@ucdenver.edu).*

COMING SOON! ADDITIONAL LEARNING OPPORTUNITIES
Speed of Trust
(1-day course)

COURSE DESCRIPTION / CONTENT

This one-day 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, the learner will be able to:

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

WHO SHOULD ATTEND

• Employees at all levels of the University

COURSE PRE-REQUISITES / PRE-WORK

Pre-Requisites

• No pre-requisites for attending this course

Pre-Work

• No pre-work for attending this course

HOW TO REGISTER

• Click here to register in Skillsoft for this class. You will be directed to the portal.

COST

• $170 – covers course materials, All Access Pass, and lunch - Please note that your registration is not confirmed until we have received a speedtype for charges. Once registered via Skillsoft, please email your speedtype to HR.TrainingRegistration@ucdenver.edu.
Time Mastery  
(1/2-day course – note: this is a custom course 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, the learner will be able to:
- Understand 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
- Remain or obtain personal organization
- Improve delegations kills and practices
- Set 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
- No pre-requisites for attending this course

Pre-Work
- No pre-work for attending this course

HOW TO REGISTER

- Currently this course is offered to teams upon request only. Please email HR.TrainingRegistration@ucdenver.edu for additional information.

COST

- There is no cost to attend this custom course.
Understanding Emotional Intelligence
(3.5-hour course)

**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, the learner 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
- Understand 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**
- None

**How to Register**

- Click here to register in SkillSoft for this class. You will be directed to the portal.

**Cost**

- No cost for this course
Working with Employees with Health Conditions
(2-hour course)

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 two-hour 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, the learner will be able to:
• Understand 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
• No pre-requisites for attending this course
Pre-Work
• No pre-work for attending this course

HOW TO REGISTER
• Click here to register in Skillsoft for this class. You will be directed to the portal.

COST
• There is no cost to attend this course.
Writing Advantage
(1-day course)

COURSE DESCRIPTION / CONTENT

Employees often devote up to three hours each day struggling to express their thoughts and recommendations in writing. Sadly, this time is squandered if their emails, memos, reports, and other documents are misinterpreted or even ignored. With awkward sentence structure, poor organization, and murky language, most written communication drops off the radar due to information clutter.

This one-day business-writing course teaches individuals how to set quality writing standards that increase productivity, resolve issues, avoid errors, and heighten credibility. Participants learn a four-step process to create writing that cuts through the clutter. Participants will also learn how to write faster with more clarity, and gain skills for revising and fine-tuning every kind of document.

Upon completion, the learner will be able to:

- Organize initial ideas around a clear purpose
- Structure a prototype based on solid writing standards
- Evolve prototypes into a draft document
- Review and refine the draft against formal standards
- Produce a final and collaborative edit of a draft

WHO SHOULD ATTEND

- Employees at all levels of the University

COURSE PRE-REQUISITES / PRE-WORK

Pre-Requisites

- No pre-requisites for attending this course

Pre-Work

- Bring 2-3 email correspondences you have created and any formal documents/letters. These will be used during course activities.

HOW TO REGISTER

- Click here to register in Skillsoft for this class. You will be directed to the portal.

COST

- There is no cost to attend this course.
Writing SMART Performance Goals
(3-hour course)

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, 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

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

- No pre-requisites for attending this course

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

- There is no cost to attend this course.

ADDITIONAL LEARNING OPPORTUNITIES

- After completing the course, you have the option to take part in boot camps that take a more targeted look at course concepts and receive focused attention for help with applying what was learned in class. Click here to sign up in Cvent.
Cancellation Policy

What happens if I cancel or withdraw from a training for any reason prior to the registration close date?

By withdrawing from a session on Skillsoft prior to the close date, there are no penalties. This also allows someone from the waitlist to be enrolled in the session. Close dates are 14 days prior to the session.

What happens if I cancel or withdraw from a training for any reason after the registration close date but before the first day of training?

If you cancel your registration from a training that costs money, your speedtype will be charged for that training. However, we will issue you 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 with the same speedtype. This credit will remain active for a year. In order to apply the credit, you must immediately notify HR.TrainingRegistration@ucdenver.edu once you or your colleague have enrolled in the future session.

If you withdraw from a training that has no associated cost, there is no financial implications. Please be aware that some sessions have waitlists. If you are able to tell us that you are not able to attend in a timely manner, we will do our best to notify someone on the waitlist that a spot has opened.

What happens if I don't show up for a training and did not notify Learning & Development?

This constitutes a "no show". The Learning and Development team will email you and your supervisor if you are a no show and if we have not heard from you. If it is a paid training, your speedtype will be charged for that training and will not receive a credit for the course.
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.
Customized Requests

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 both CU Anschutz Medical Campus and CU Denver. The following is an example of the courses and services offered:

<table>
<thead>
<tr>
<th>Custom Content</th>
<th>Consulting Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Team DISC</td>
<td>• Strategic Planning</td>
</tr>
<tr>
<td>• Team Strengths Finder</td>
<td>• Employee Climate/Engagement Surveys</td>
</tr>
<tr>
<td>• Communicating as a New Leader</td>
<td>• Professional Development</td>
</tr>
<tr>
<td>• Building Relationships</td>
<td>• Coaching</td>
</tr>
<tr>
<td>• Preparing For and Providing Performance Feedback</td>
<td>• 360 Assessment Guidance</td>
</tr>
</tbody>
</table>

If you are interested in learning more or would like to submit a custom request for your team, unit, or department, please visit here.

CONTACT US:

Debbie Lammers, MBA
Director, Learning and Development
E: Debra.Lammers@cuanschutz.edu | P: 303-724-9685

Areas of speciality:
- Professional development and consulting services
- Specialized training courses for individuals/teams
- Coaching and 360 Assessments

Kaitlin Norris, MBA
Training Coordinator, Learning and Development
E: HR.TrainingRegistration@ucdenver.edu
E: Kaitlin.Norris@cuanschutz.edu | P: 303-724-9698

Kara Williams, MBA
Training Coordinator, Learning and Development
E: HR.TrainingRegistration@ucdenver.edu
E: Kara.Williams@cuanschutz.edu | P: 303-724-9684

Areas of speciality:
- Inquiries or issues related to New Employee Orientation
- Assistance with course registration and instructor-led courses
- Questions on course schedule and/or logistics related to any course
- Resources available through Skillsoft or LinkedIn Learning (online resources)