



# Talent Development Workshops

Course Title	Course Description	Length	Frequency	Employee Type
<a href="#">Change Management Fundamentals: 2 Session Program</a>	Change management is the application of structured processes using a set of tools that support managing the people side of change. In this two-part workshop, participants will come with a project in mind that impacts people and learn to apply and leverage simple change management tools to improve project success.	4.0 hrs.	2 times/year	ALL
<a href="#">Civility at Work</a>	According to a recent survey, 68% of respondents cited incivility as a major problem in American society, with 29% reporting that they have experienced uncivil behavior at work. In this workshop, participants will explore what civility at work means; identify the costs and impacts of uncivil behavior; discuss the benefits of a civil workplace; and explore strategies for personal development.	3.5 hrs.	Quarterly	ALL (for non-supervisory employees)
<a href="#">Communicating Through Conflict: A Leadership Pathway</a>	<p>This training is designed for established leaders who supervise a team and for emerging leaders who want to communicate more effectively within their current role and meet their professional goals. The program includes eight learning modules over 6 months. Each module begins with learning through curated content, followed by exercises that allow participants to apply the principles to their unique professional and personal journey. These exercises are designed to build self-awareness and strengthen active communication techniques.</p> <p>Topics include:</p> <ul style="list-style-type: none"> <li>• Time Management</li> <li>• Emotional Intelligence</li> <li>• Nonverbal Communication</li> <li>• Trust and Conflict</li> <li>• Effective Communication</li> <li>• Change Management</li> <li>• Coaching and Mentoring</li> <li>• Goal Setting</li> </ul>	6 months	Annually	SUPERVISORS



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<a href="#">Conflict Resolution with the Thomas-Kilmann Inventory</a>	Based on the work of Kenneth Thomas and Ralph Kilmann, this interactive workshop explores the use of a five-mode model for resolving conflict. Participants will complete an assessment to identify their primary conflict-handling mode; practice identifying others' modes; discover under what circumstances the use of each mode might be most appropriate; and apply conflict resolution strategies to their real-life conflict situations.  Fee: \$25 for assessment	3.5 hrs.	2 times/year	ALL
<a href="#">Coaching with the GROW Model</a>	Coaching with the GROW Model replaced The Practical Coach™  This course guides participants through the GROW Model, a structured yet flexible approach to coaching that facilitates personal and professional development. Participants will learn to effectively set goals, assess current realities, explore potential strategies, and plan actionable steps toward achieving their objectives.	1.5 hrs	Quarterly	ALL Performance Management Certificate
<a href="#">Constructive Conversations</a>	Miscommunication can make conversations not only difficult but also destructive to relationships. This workshop focuses on strategies and techniques to achieve more successful, constructive conversations.	2.5 hrs.	Quarterly	ALL
<a href="#">Copyright for Images and Video</a>	This workshop focuses on the ethical and legal use of copyrighted images, graphics, videos, and other visual materials. Participants will learn about copyright basics with a specific focus on visual works and how to be good stewards of copyrighted content created by others.	1.0 hr.	2 times/year	ALL
<a href="#">Effective Delegation</a>	Effective delegation is a skill that enables employees to increase productivity while creating growth opportunities for others. This workshop presents a model for delegation that ensures tasks are assigned to the right people and that the process is implemented effectively to achieve desired results.	1.5 hrs.	Quarterly	ALL
<a href="#">Emotional Intelligence</a>	Being successful in the workplace is an intricate combination of knowledge, technical competence, and interpersonal skills. Emotional intelligence talent is the necessary ingredient for reducing personality conflicts, complaining, and misunderstandings in the workplace. Participants will learn techniques to understand how they affect others and their productivity using principles from Dr. Daniel Goleman's research and book, <i>Emotional Intelligence</i> .	4.0 hrs.	Quarterly	ALL



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<a href="#">Fostering a Civil Workplace</a>	Supervisors have an important role in creating a respectful work environment. This workshop explores issues of workplace civility and provides supervisors with strategies for addressing uncivil behavior and ways to create a more civil work culture.	3.5 hrs.	Quarterly	SUPERVISORS
<a href="#">Florida Public Records Training</a>	This workshop provides information on Florida's public records law as it applies at UCF. Participants will learn about the types of materials and communications that are considered public records; records that are exempt from public records requests; and how to respond to a public records request.	1.0 hr.	2 times/year	ALL
<a href="#">Giving &amp; Receiving Feedback</a>	This workshop explores the fundamentals of effective feedback, including steps for giving, receiving, and eliciting feedback; barriers to effective feedback; and feedback best practices.	3.5 hrs.	Quarterly	ALL Performance Management Certificate
<a href="#">Increasing Effectiveness through Problem-Solving</a>	Problem-solving occurs when we must overcome obstacles to achieve our goals. This course focuses on obstacles that are common in the workplace. Participants will be able to share common challenges while learning a set of tools and best practices on how to approach and overcome barriers to their workplace goals.	1.5 hr.	2 times/year	ALL
<a href="#">Influential Negotiation</a>	Disagreements happen at work all the time and in many different situations; negotiating is the process by which two or more people interact to come to an agreement. This session will introduce participants to collaborative negotiation, including how to prepare and various techniques to reach better agreements while maintaining positive relationships.	2.0 hrs.	2 times/year	ALL
<b>Leveraging Design Thinking at Work</b> <a href="#">Session 1</a> <a href="#">Session 2</a>	Design thinking is one of the most in-demand skill sets in today's workplace. In this two-part workshop, participants will learn a systematic approach to problem-solving that centers on the customer's experience. Participants will be able to identify and apply design thinking techniques for improving value delivery and project success.	2.0 hrs. per session	2 times/year	ALL



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<a href="#">Navigating Change (and the Stress that Comes with It)</a>	Organizational change is constant, and it is challenging, for both individuals and teams. This workshop provides insights into how people typically respond to change, and actions we can take to make the transition as smooth as possible. Participants will explore the impacts of change; strategies to work through change to achieve positive outcomes; and stress reduction techniques.	2.5 hrs.	Quarterly	ALL
<a href="#">Performance Appraisal: Supervisors</a>	A supervisor’s role is to coach, motivate and empower others to use their skills, expertise, and ideas to produce results. In this workshop, participants will learn about the benefits and multiple uses of appraisals; UCF procedures for USPS and A&P appraisals; what and how to document; and strategies for communicating appraisal results.	2.5 hrs.	Quarterly with additional sessions at year-end	ALL Performance Management Certificate
<a href="#">Performance Management 1.0</a>	This workshop explores best practices in performance management; benefits gained when performance management is done well; and common challenges related to performance management.	2.5 hrs.	Quarterly	ALL Performance Management Certificate
<a href="#">Project Management: Overview</a>	This workshop provides a high-level overview of the project management process and how to use simple tools and techniques to be more effective in managing project stakeholders.	1.5 hrs.	2 times/year	ALL
<a href="#">Project Management: Scoping Out a Project</a>	In this workshop, participants will learn about project chartering and how this simple template can help outline key objectives, measures of success and major milestones, and identify the accountable and responsible project stakeholders.	1.5 hrs.	2 times/year	ALL
<a href="#">Project Management: Workload Prioritization</a>	In this workshop, participants will learn tips and techniques that can be implemented immediately to better prioritize day-to-day work.	1.5 hrs.	2 times/year	ALL



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<a href="#">Strengths Training (Employee Focus)</a>	Based on the book <i>StrengthsFinder 2.0</i> and the CliftonStrengths assessment, this two-part course explores participants' top five talents and how they can be leveraged for personal and career growth, as well as to impact team productivity and development. In advance of the first session, participants will be provided a copy of the <i>StrengthsFinder 2.0</i> book that contains a code to complete the online assessment.  Fee: \$125 for book and materials	4.0 hrs.	2 times/year	ALL
<a href="#">Strengths Training for Supervisors</a>	Based on the book <i>StrengthsFinder 2.0</i> and the CliftonStrengths assessment, this two-part course explores how participants can use a strengths-based focus on supervision, strategic planning, and leadership dynamics. The course will include time to develop plans for participants' respective responsibilities. Participants will continue to use the same assessment results from the pre-requisite course.  Fee: \$75 for materials  Pre-requisite course: "Strengths Training (Employee Focus) Program"	4.0 hrs.	2 times/year	SUPERVISORS
<a href="#">Train-the-Trainer Refresher</a>	Designed for employees who already have some experience giving presentations and/or delivering training, this workshop provides an opportunity for participants to further hone their skills and receive helpful peer feedback. Topics include:  * Engaging learning * Outlining of effective presentations/trainings * Developing presentation and facilitation techniques	3.0 hrs.	Annually	ALL



Workshops for Intact Teams

These workshops are offered to closed groups by request. Fees apply for assessments and facilitation time; consultation is at no charge. Contact [HRLearning@ucf.edu](mailto:HRLearning@ucf.edu) for more information.

Course Title	Course Description	Length	Frequency
<a href="#">DiSC® Productive Conflict</a>	This workshop increases self-awareness around conflict behaviors and helps participants effectively respond to the uncomfortable and unavoidable challenges of workplace conflict. It combines the personalized insights of DiSC® with the proven science of cognitive-behavioral theory to help participants recognize and transform their destructive habits into more productive responses. The result is improved workplace relationships that drive results.	3.5 hrs.	By request
<a href="#">Everything DiSC® Workplace</a>	Based on the <i>Everything DiSC® Workplace</i> assessment, this workshop provides participants with an understanding of their DiSC® personality style; explores the hidden priorities that influence behavior at work; typical reactions to people with other DiSC® styles; and how to build more effective relationships using the insights gained in the session.	3.5 hrs.	By request
<a href="#">FourSight Mindset Workshop</a>	This workshop presents a model for fostering creativity and innovation in the problem-solving process. Through completing an assessment, participants will learn about their preferences for each of the four stages of the creative process and gain awareness, tools, and skills to achieve better, more innovative results.	2.0 hrs.	By request
<a href="#">Workstyle Differences with the Myers-Briggs Type Indicator</a>	In this workshop, participants will use the Myers-Briggs Type Indicator® (MBTI) to identify their Myers-Briggs type; describe their unique gifts and blind spots; gain awareness of those with different types; and discuss how to apply Myers-Briggs at work.	3.5 hrs.	By request



### LinkedIn Learning

LinkedIn Learning is a free resource available to all UCF employees. This online learning platform offers more than 12,000 self-paced courses on a wide spectrum of topics – from software to professional development and more! Refer to the [“How to Enroll in a LinkedIn Learning Course”](#) Workday Knowledge Base article for instructions on how to access LinkedIn Learning courses.

### How to Register for Courses

For step-by-step instructions, refer to the [“Enroll and Drop a Learning Course”](#) Workday Knowledge Base article.

### Contact Information



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