

HR Learning & Organizational Effectiveness Workshops

Open Enrollment Workshops for All Employees

Course Title	Course Description	Length	Frequency
<u>Change Management Fundamentals: 2 Session Program</u>	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
<u>Civility at Work</u> (for non-supervisory employees)	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
<u>Communicating Through Conflict: A Leadership Pathway</u>	<p>This training is designed for established leaders who supervise a team and emerging leaders who want to communicate more effectively within their current role and meet their professional goals. The program includes eight learning modules over 15 weeks. 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"> • Time Management • Emotional Intelligence • Trust and Conflict • Effective Communication • Conflict and Collaboration • Complex Coaching • Negotiation 	15 weeks	Annually

Open Enrollment Workshops for All Employees *continued*

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<u>Conflict Resolution with the Thomas-Kilmann Inventory</u>	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
<u>Constructive Conversations</u>	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
<u>Copyright for Images and Video</u>	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
<u>Effective Delegation</u>	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
<u>Emotional Intelligence</u>	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

Open Enrollment Workshops for All Employees *continued*

Course Title	Course Description	Length	Frequency
<u>Emotional Intelligence 2.0</u>	<p>This workshop is targeted to leaders and those aspiring to a higher leadership role who have a basic understanding of the principles of emotional intelligence and want to take the next step in exploring implementation, evaluation, and process improvements utilizing emotional intelligence in their current teams.</p> <p>Pre-requisite course: "Emotional Intelligence"</p>	2.0 hrs.	Quarterly
<u>Ethical Leadership</u>	<p>Distinguishing ethical behavior may seem straightforward; however, there will be situations when "doing the right thing" will not be clear. This workshop includes discussion of the key tenets of ethical decision-making; UCF's framework for thinking ethically; and application of the tenets and framework to real-world scenarios.</p>	2.0 hrs.	2 times/year
<u>Florida Public Records Training</u>	<p>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.</p>	1.0 hr.	2 times/year
<u>Giving & Receiving Feedback</u>	<p>This workshop explores the fundamentals of effective feedback, including steps for giving, receiving, and eliciting feedback; barriers to effective feedback; and feedback best practices.</p>	3.5 hrs.	Quarterly
<u>Increasing Effectiveness through Problem-Solving</u>	<p>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.</p>	1.5 hr.	2 times/year
<u>Influential Negotiation</u>	<p>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.</p>	2.0 hrs.	2 times/year

Open Enrollment Workshops for All Employees *continued*

Course Title	Course Description	Length	Frequency
<u>Leader Readers Book Club</u>	<p>The Leader Readers Book Club brings employees together to discuss a featured leadership-related book. Each one-hour session includes a reflection on the book, how it applies to us at UCF, and action-planning strategies around the specific topic. Four books will be selected annually, with one discussion session per book. Participants are expected to purchase and read the book before attending the session.</p>	1.0 hr.	Quarterly
<u>Leadership is Everyone's Business: 3 Session Program</u>	<p>Based on the book <i>The Leadership Challenge</i> by Jim Kouzes and Barry Posner, this three-part workshop explores the "Five Practices of Exemplary Leaders." Participants will identify their leadership strengths and areas of improvement; employ at least one method to better engage in each of the five practices; and create an action plan for taking next steps in developing as a leader.</p> <p>Fee: \$250 for assessment and materials</p>	9.0 hrs.	2 times/year
<u>Leadership Roundtable: Cultivating Engagement at UCF</u>	<p>This training explores the common problems that new managers and leaders face and the skills they say they wish they could improve upon. The eight-week cohort program includes self-paced learning modules and five in-person meetings. The training will take about three hours per week (including the in-person sessions). Participants are expected to attend all in-person meetings and complete all self-paced learning modules.</p> <p>Note that participants' supervisors must endorse their participation in the program.</p> <p>Fee: \$100</p>	8 weeks	Annually
<u>Leveraging Design Thinking at Work: 2 Session Program</u>	<p>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.</p>	4.0 hrs.	2 times/year

Open Enrollment Workshops for All Employees *continued*

Course Title	Course Description	Length	Frequency
Lightning Lunch-n-Learn Series	<p>This series presents lunch-hour sessions on a variety of topics. The focus for 2023 is wellness, with the following sessions presented every other month by Health Advocate, UCF's Employee Assistance Program provider.</p> <ul style="list-style-type: none"> • Power of the Positive: Cultivating Optimism (Feb.) • Strategies to Manage Stress and Uncertainty (Apr.) • Managing Time and Setting Boundaries (June) • Grow Where You are Planted: Making the Best of Situations (Aug.) • Managing Holiday Stress (Oct.) • Avoiding Burnout (Dec.) 	1.0 hr.	Bi-monthly
Navigating Change (and the Stress that Comes with It)	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
Project Management: Overview	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
Project Management: Scoping Out a Project	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
Project Management: Workload Prioritization	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

Open Enrollment Workshops for All Employees *continued*

Course Title	Course Description	Length	Frequency
Question, Persuade, Refer (QPR) Suicide Gatekeeper Training	Just as people trained in CPR and the Heimlich Maneuver help save thousands of lives each year, people trained in QPR learn how to recognize the warning signs of a suicide crisis and how to question, persuade, and refer someone to help. The QPR mission is to reduce suicidal behaviors and save lives by providing innovative, practical, and proven suicide prevention training, and empowering people, to make a positive difference in the life of someone they know.	1.0 hr.	Quarterly
Respectful Dialogue Discussions Series	This four-part series assists participants with improving their ability to communicate more effectively with targeted workplace audiences. The sessions will better equip employees to handle conflict, build on their communication skills, and enable them to confront difficult situations with more ease. <ul style="list-style-type: none"> • Styles of Handling Conflict • Managing Conflict as a Supervisor • Managing Conflict as a Co-worker • Managing "Up" 	4.0 hrs.	2 times/year
Strengths Training (Employee Focus)	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
Train-the-Trainer Refresher IN DEVELOPMENT	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 qualities and characteristics of effective presenters/trainers; meeting the needs of multiple learning styles; three factors that affect individual learning; and engaging presentation and facilitation techniques.	3.0 hrs.	TBD



Open Enrollment Workshops for All Employees *continued*

Course Title	Course Description	Length	Frequency
UCF Employee Development Opportunities	UCF employees can engage in many activities to unleash their potential. This online course covers the following information: <ul style="list-style-type: none">• HR Learning & Organizational Effectiveness services• UCF professional development benefits and other training resources• Updates since our transition to Workday and SET	15 min.	Self-directed; available any time

Open Enrollment Workshops for Supervisors

Course Title	Course Description	Length	Frequency
Fostering a Civil Workplace	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
Leadership Charging Zone Series	<p>This series features quarterly sessions where participants take a quick dive into timely supervisory topics. Each session lasts no more than 45 minutes, followed by an optional 15-minute networking and/or peer-to-peer coaching opportunity. Participants will gain access to a private Leadership Charging Zone Teams page, containing a repository of supervisor resources compiled by program attendees, session facilitators, and/or subject matter experts.</p> <ul style="list-style-type: none"> • 4 Practices to Foster Community • Accelerate Performance & Development • Appreciation at Work • Building Trust Remotely • Hybrid Leadership 	1.0 hr.	Quarterly

Open Enrollment Workshops for Supervisors *continued*

Course Title	Course Description	Length	Frequency
<p>“LIL” Chats for Supervisors</p>	<p>“LIL” Chats for Supervisors brings UCF Leaders together to meet and discuss a featured supervisory-related LinkedIn Learning course. Each one-hour session includes a course reflection, how the content applies to supervisors at UCF, and action planning strategies around the specific topic.</p> <p>Four leadership-related topics will be featured annually, with one discussion session per LinkedIn Learning course. Participants are to view the full course before attending the respective session.</p> <ul style="list-style-type: none"> • Accountability • Change Management • Developing Your Team Members • Engagement • Leadership Foundations • Leading Virtually • Managing Team Conflict • Networking 	<p>1.0 hr.</p>	<p>Quarterly</p>
<p>Performance Appraisal: Supervisors</p>	<p>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.</p>	<p>2.5 hrs.</p>	<p>Quarterly with additional sessions at year-end</p>
<p>Performance Management 1.0</p>	<p>This workshop explores best practices in performance management; benefits gained when performance management is done well; and common challenges related to performance management.</p>	<p>2.5 hrs.</p>	<p>Quarterly</p>

Open Enrollment Workshops for Supervisors *continued*

Course Title	Course Description	Length	Frequency
<u>Strengths Training for Supervisors</u>	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
<u>The Practical Coach™</u>	In this workshop, participants will learn keys to effectively coaching employees when they are doing well, when they are doing poorly, and when they are heading down a dead-end road. The workshop consists of a 25-minute video and facilitated practice to reinforce the methods introduced in the video.	1.5 hrs.	Quarterly
UCF Resources for Supervisors Series COMING FALL 2023	This self-directed series introduces participants to the following university offices, their functions, and the services they provide. <ul style="list-style-type: none"> • Health Advocate Employee Assistance Program • Human Resources: <ul style="list-style-type: none"> – Workers' Compensation and Leaves of Absence – Talent Acquisition – Compensation and Classification • Office of Institutional Equity • Office of the General Counsel • Records Management • University Audit • University Budgets • University Compliance and Ethics • University Ombuds Office 	Varies per topic	Self-directed; available any time

UCF Performance Management Certificate for Supervisors

The following four courses comprise the Performance Management Certificate. Completion is required within 18 months.

Course Title	Course Description	Length	Frequency
<u>Giving & Receiving Feedback</u>	This workshop explores fundamentals of effective feedback, including steps for giving, receiving, and eliciting feedback; barriers to effective feedback; and feedback best practices.	3.5 hrs.	Quarterly
<u>Performance Appraisal: Supervisors</u>	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
<u>Performance Management 1.0</u>	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
<u>The Practical Coach™</u>	In this workshop, participants will learn keys to effectively coaching employees when they are doing well, when they are doing poorly, and when they are heading down a dead-end road. The workshop consists of a 25-minute video and facilitated practice to reinforce the methods introduced in the video.	1.5 hrs.	Quarterly

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 for more information.

Course Title	Course Description	Length	Frequency
<u>DiSC® Productive Conflict</u>	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
<u>Everything DiSC® Workplace</u>	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
<u>FourSight Mindset Workshop</u>	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
<u>Workstyle Differences with the Myers-Briggs Type Indicator</u>	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



Additional UCF Employee Development Resources

Check out this 15-minute online course: [UCF Employee Development Opportunities](#). For more information regarding other UCF offices that provide training and development opportunities, visit the [HR Learning](#) website.

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



HRLearning@ucf.edu



(407) 823-0440



hr.ucf.edu/learning