

HR Learning & Organizational Effectiveness Workshops

Open Enrollment Workshops for All Employees

Course Title	Course Description	Length	Frequency
Civility at Work (PER230) (for non-supervisory employees)	According to a recent survey, 69% 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
Conflict Resolution with the Thomas-Kilmann Inventory (PER203)	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
Constructive Conversations (PER233)	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
Copyright for Images and Video (PER238)	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.	TBD
Effective Delegation (PER209)	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



Open Enrollment Workshops for All Employees *continued*

Course Title	Course Description	Length	Frequency
Emotional Intelligence (PER205)	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
Emotional Intelligence 2.0 (PER243)	This workshop has been specifically developed for 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. Pre-requisite course: "Emotional Intelligence" (PER205).	2.0 hrs.	Quarterly
Ethical Leadership (LDR005)	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.	1.5 hrs.	2 times/year
Giving & Receiving Feedback (PER201)	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
Leader Readers Book Club (LDR009)	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 read the book before attending the session.	1.0 hr.	Quarterly
Leadership is Everyone's Business (LDR023)	Based on <i>The Leadership Challenge</i> by Jim Kouzes and Barry Posner, this 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	8.0 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 2022 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"> • Resiliency: Moving Forward in Changing Times (EAP131) • Finding Balance in a Digital World (EAP132) • Avoiding Burnout (EAP125) • Improving Overall Well-being: The Mind-body Connection (EAP133) • Mindfulness: An Experiential Workshop (EAP134) • Finding Balance in Busy Lives (EAP135) 	1.0 hr.	Bi-monthly
Navigating Change and the Stress that Comes with It (PER204)	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 (PER247)	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.	1.0 hr.	TBD
Project Management: Workload Prioritization (PER248)	In this workshop, participants will learn tips and techniques that can be implemented immediately to more effectively prioritize day-to-day work.	1.0 hr.	TBD

Open Enrollment Workshops for All Employees *continued*

Course Title	Course Description	Length	Frequency
Project Management: Scoping Out a Project (PER249)	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.	1.0 hr.	TBD
Public Records (PER237)	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
Recruitment & Selection (PER232)	<p>This workshop covers UCF's recruitment and selection process and how to conduct effective, non-biased interviews, taking the guesswork out of hiring from the posting process through onboarding. Topics include:</p> <ul style="list-style-type: none"> • The concept of behavioral interviewing • The role of search committees • Equitable hiring practices • UCF hiring procedures 	4.0 hrs.	TBD
Respectful Dialogue Discussions Series	<p>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 communications skills, and enable them to confront difficult situations with more ease.</p> <ul style="list-style-type: none"> • Styles of Handling Conflict (PER239) • Managing Conflict as a Supervisor (LDR023) • Managing Conflict as a Co-worker (PER240) • Managing "Up" (PER241) 	45 min.	Annually



Open Enrollment Workshops for All Employees *continued*

Course Title	Course Description	Length	Frequency
Strengths Training Series (PER244)	Based on the book "StrengthsFinder 2.0" and the CliftonStrengths assessment, this two-part series 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 "StrengthsFinder 2.0" book that contains a code to complete the online assessment. Fee: \$125 for book and materials	4.0 hrs.	TBD
Train-the-Trainer Refresher (PER207)	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 Supervisors

Course Title	Course Description	Length	Frequency
Fostering a Civil Workplace (LDR012)	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 (LDR017, -018, -019, -020, -021, -022)	This series features bi-monthly 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.	45 min.	Bi-monthly
“LIL” Chats for Supervisors (LDR025, -026, -027, -028)	The “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. 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.	1 hr.	Monthly
Performance Appraisal: Supervisors (PER067)	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
Performance Management 1.0 (LDR004)	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

Open Enrollment Workshops for Supervisors *continued*

Course Title	Course Description	Length	Frequency
The Practical Coach (LDR008)	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 Reporting Concerns Panel for Supervisors (LDR024)	Supervisors wear many hats, and knowing how to utilize UCF resources is key to their success. This panel features the following UCF offices that are available to assist supervisors in navigating difficult situations: <ul style="list-style-type: none"> • Compliance, Ethics, and Risk • Employee Relations and HR Compliance • Office of Institutional Equity • Ombuds Office • University Audit 	1.0 hr.	2 times/year
UCF Resources for Supervisors Series (LDR013, -014, -015)	This three-part series introduces participants to the following university offices, their functions, and the services they provide. <ul style="list-style-type: none"> • University Compliance, Ethics, and Risk • University Ombuds Office • Office of the General Counsel • Records Management • University Audit • University Budgets • Health Advocate Employee Assistance Program • Office of Institutional Equity • Human Resources: <ul style="list-style-type: none"> – Workers' Compensation and Leaves of Absence – Talent Acquisition – Compensation and Classification 	3.0-4.0 hrs. per session	2 times/year

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
Giving & Receiving Feedback (PER021)	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
Performance Appraisal: Supervisors (PER067)	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
Performance Management 1.0 (LDR004)	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
The Practical Coach (LDR008)	In this workshop, participants will learn keys to effectively coach 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 no charge.

Course Title	Course Description	Length	Frequency
DiSC® Productive Conflict (PER242)	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
Everything DiSC® Workplace (PER107)	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
FourSight Mindset Workshop (PER211)	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
Workstyle Differences with the Myers-Briggs Type Indicator (PER061)	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

How to Register for Courses

1. Go to <https://my.ucf.edu> and select “**Workday.**”
2. Sign in with your NID credentials.
3. In the search bar at the top of the Workday screen, type “**Browse Learning Content**” and select “**Browse Learning Content**” from the search results.
4. Search for the course by entering the course number or course name in the catalog search bar; you can narrow the search by using the filters on the left side of the screen.
5. For digital (online) courses:
 - Select the desired course and click “**Enroll.**”
 - On the next screens, click “**Submit**” and “**Done.**”
6. For blended (in-person) courses:
 - Click “**Select Offering.**”
 - Select the desired offering and click “**OK.**”
 - On the next screens, click “**Submit**” and “**Done.**”

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!

To log in:

1. You must first have a personal LinkedIn account. To set up an account, go to <https://www.linkedin.com/>.
2. Navigate to <https://digitallearning.ucf.edu/linkedin-learning/> and click “Log In Now.”
3. On the UCF Federated Identity page, enter your NID and password. This will take you to your LinkedIn Learning login page.
4. Login in using your personal LinkedIn account password. At the top right corner of the next screen, you will see the UCF logo, indicating that you are logged into UCF's portal and are able to take courses at no charge.
5. In the Search bar at the top of the page, enter the topic you're interested in to view available courses.

LinkedIn Learning also provides curated course “playlists” that provide learning paths on specific topics. Click [here](#) to learn more.



UCF

Additional UCF Employee Development Resources

For more information regarding other UCF offices that provide training and development opportunities, visit the [HR Learning](#) website.

Contact Information



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