Learning & Leadership Development Center (LLDC)
Course Offerings February through June 2016

This document provides a quick view of all the UCHR LLDC workshops available from February to June 2016. It provides you a simple way to access registration links and additional information about each session. Each session is offered multiple times to allow for greater flexibility and choice.

**Important Reminders**
- Once you register, your manager will receive an email to “approve” your attendance. Your registration is “pending” until your manager approval is received.
- There is a minimal fee associated with some of the courses offered. This fee covers the materials needed for the class. Please discuss any applicable fees with your manager prior to registering. Your manager will need to provide budget information on the approval form they receive.
- Be sure to add a reminder to your Outlook calendar with the date and time of the class.
- If you need to cancel your registration, please email HRLearning@uc.edu at least 5 days in advance to avoid a fee.
- If for any reason a class needs to be rescheduled (e.g. inclement weather), all registered participants will receive an email.

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Building and Sustaining Trust (DDI)

What does trust have to do with business success? Everything. Trust is directly linked to employee engagement, retention, productivity, and innovation. Leaders who demonstrate trust and trustworthiness inspire higher levels of performance and organizational commitment. This course introduces the Trust Builders, actions leaders can take to build and sustain trusting relationships, as well as common trust breakers that can quickly erode or break trust. Applying these skills to build trusting relationships enables people to take risks, identify and solve problems, and collaborate to achieve business results.

**AUDIENCE:** Staff with Direct Reports  
**LENGTH:** 4 hours  
**COST:** $55 per participant  
**PREREQ:** Communicating for Leadership Success

**February to June 2016 Available Sessions**
- April 28, 2016  8:30am – 12:30pm  UHall Conf Rm. 450  
- June 30, 2016   8:30am – 12:30pm  UHall Conf Rm. 450

Registration page: [Click Here](#)

Improving Results through Trust & Credibility

Trust. Credibility. While some may feel that trust in the workplace is just a “nice to have” and not really necessary to get things done, research overwhelmingly affirms that there is a legitimate business reason to increase trust and credibility in the workplace. This session, inspired by Stephen M.R. Covey’s *[The Speed of Trust]*, will discuss what derails trust; how you can build trust and credibility with your coworkers, leaders, and those you supervise; and what increased trust in the workplace can do for you, your team, and your organizational outcomes.

**AUDIENCE:** All staff  
**LENGTH:** 2 hours  
**COST:** None  
**PREREQ:** None

**February to June 2016 Available Sessions**
- March 1, 2016  1:30pm – 3:30pm  UHall Conf Rm. 450  
- April 22, 2016   9:30am – 11:30am  UHall Conf Rm. 450  
- June 7, 2016   1:30pm – 3:30pm  UHall Conf Rm. 450

Registration page: [Click here](#)
Coaching for Peak Performance (DDI)

Effective coaching is one of the most important drivers of team member performance. Whether leaders are guiding people toward success in new or challenging situations or helping people improve or enhance their work performance, their ability to coach and provide feedback makes the difference between mediocrity and high performance. By helping learners understand the importance of three coaching techniques and how to effectively handle both proactive and reactive coaching discussions, this course helps leaders have more effective and efficient interactions.

**February to June 2016 Available Sessions**
- May 27, 2016  8:30am – 12:30pm  UHall Conf. Rm. 450

Registration page: [Click Here](#)

Communicating with Impact (DDI)

*Prerequisite for all Personal Leadership DDI courses*

"Managers: Please register for the manager version."

This foundational course provides individuals with a powerful set of interaction skills that enables them to communicate more effectively with colleagues and customers and, in the process, build trust, strengthen partnerships, and achieve desired results. This is a prerequisite course for all of the DDI Personal Leadership courses.

**February to June 2016 Available Sessions**
- March 4, 2016  8:30am – 12:30pm  UHall Conf. Rm. 450
- March 31, 2016  8:30am- 12:30pm  UHall Conf. Rm. 450
- May 6, 2016  8:30am – 12:30pm  UHall Conf. Rm. 450
- June 1, 2016  8:30am – 12:30pm  UHall Conf. Rm. 450

Registration page: [Click Here](#)
Communicating for Leadership Success (DDI)

Prerequisite for all Leading Others DDI courses

This foundation prerequisite course introduces leaders to the essential interaction skills that are critical to leadership success. These Interaction Essentials are the core behaviors that leaders need to be effective in the many situations they handle on a daily basis, such as coaching, delegating, and driving change. Leaders will learn how to meet the personal and practical needs of their team members and how to communicate in order to spark action in others to achieve business results. They will also learn how to provide positive feedback that recognizes and motivates individuals and teams as well as developmental feedback that helps others get back on track. This foundation course is a prerequisite for all of the DDI “Leading Others” courses.

**February to June 2016 Available Sessions**
- February 26, 2016  8:30am – 12:30pm  UHall Conf. Rm. 450
- March 24, 2016  8:30am – 12:30pm  UHall Conf. Rm. 450
- April 20, 2016  12:30pm – 4:30pm  UHall Conf. Rm. 450
- May 24, 2016  12:30pm – 4:30pm  UHall Conf. Rm. 450
- June 21, 2016  8:30am – 12:30pm  UHall Conf. Rm. 450

Registration page: [Click Here](#)

Driving Change (DDI)

This course helps leaders implement change in the workplace so they can avoid the problems that plague 70% of failed change initiatives. Driving Change provides the skills and resources leaders need to accelerate the process of implementing change with their team members and to create an agile work environment where people are more open to change. Leaders will learn how to use three Change Accelerators to turn resistance into commitment and inspire team members to take ownership of change.

**February to June 2016 Available Sessions**
- April 21, 2016  8:30am – 12:30pm  UHall Conf. Rm. 450
- June 16, 2016  8:30am – 12:30pm  UHall Conf. Rm. 450

Registration page: [Click Here](#)
Embracing Change (DDI)

*Managers: Please register for the manager version.*

This course focuses on the role of individual performers in implementing change in the workplace. Participants discover their Change IQ and learn about the phases of change that many people experience when undertaking a new initiative. Using the Embracing Change job aid -- which includes best practices -- individual performers will tackle and overcome the new business challenges of

**February to June 2016 Available Sessions**
- April 13, 2016  8:30am – 12:30pm  UHall Conf. Rm. 450
- June 8, 2016  8:30am – 12:30pm  UHall Conf. Rm. 450
- July 12, 2016  8:30am – 12:30pm  UHall Conf. Rm. 454

Registration page: Click Here

Learn about Other’s Needs (Listening)

Communication with others is critical to our success. Every interaction with someone is an opportunity to develop a relationship, uncover the person’s practical and personal needs, help someone make a decision, and leave the person feeling satisfied and confident. In this course we explore the importance of active listening, effective questioning, and confirming your understanding.

**February to June 2016 Available Sessions**
- February 25, 2016  9:00am – 11:00am  UHall Conf. Rm. 450
- March 29, 2016  1:30pm – 3:30pm  UHall Conf. Rm. 450
- May 11, 2016  1:30pm – 3:30pm  UHall Conf. Rm 450
- June 23, 2016  9:30am – 11:30am  UHall Conf. Rm. 450

Registration page: Click Here
Navigating Beyond Conflict (DDI)

In this course, individual performers learn how to recognize the warning signs of conflict and take action to prevent situations from escalating or to work out the conflict if it does escalate. This allows them to mitigate any negative impact, thus reducing the cost of conflict and improving business results.

**February to June 2016 Available Sessions**
- April 14, 2016 8:30am – 12:30pm UHall Conf. Rm. 450
- May 25, 2016 12:30pm – 4:30pm UHall Conf. Rm. 450
- June 24, 2016 8:30am – 12:30 pm UHall Conf. Rm. 450

Registration page: [Click Here](#)

**Personal Branding**

Personal Branding is a course designed to help you critically evaluate your personal brand – what you offer your coworkers, customers, and others and how you project those abilities through your accomplishments, the quality of the work you do, the approach you take to your job, and how you present yourself (personal appearance, speech, writing skills, reactions, etc.). The positive personal brand you establish at the University of Cincinnati:

- Provides an advantage to you in the selection process as you seek promotions
- Can help you achieve personal satisfaction by receiving recognition for your dedication and positive approach
- Can give you increased credibility as an expert in your field
- Helps build positive relationships with others

**February to June 2016 Available Sessions**
- February 11, 2016 9:00am – 11:00pm UHall Conf. Rm. 454
- March 16, 2016 1:30pm – 3:30pm UHall Conf. Rm. 450
- May 3, 2016 9:00am – 11:00am UHall Conf. Rm. 450
- June 14, 2016 1:30pm – 3:30pm pm UHall Conf. Rm. 450

Registration page: [Click Here](#)

**AUDIENCE:** All staff  
**LENGTH:** 4 hours  
**COST:** $50 per participant  
**PREREQ:** Communicating with Impact

**AUDIENCE:** All staff  
**LENGTH:** 1 ½ hours  
**COST:** None  
**PREREQ:** None
Positive Power Talking

How you communicate to others and the words you choose can have a dramatic impact on how you are perceived by others and how your message is received. This course teaches techniques to assist participants in projecting positive impressions to others. The class focuses on using phrases that achieve positive results with customers and others in the work environment. Participants learn to utilize phrases that encourage collaboration so successful outcomes are achieved.

**February to June 2016 Available Sessions**
- February 16, 2016  1:30pm – 3:30pm  UHall Conf. Rm. 450
- April 7, 2016  1:30pm – 3:30pm  UHall Conf. Rm. 450
- May 17, 2016  9:30am – 11:30am  UHall Conf. Rm. 450
- June 21, 2016  1:30pm – 3:30pm  UHall Conf. Rm. 450

Registration page: [Click Here](#)

Resolving Workplace Conflict (DDI)

Today's environment presents new and growing challenges forcing organizations to continually increase productivity, improve quality, shorten cycle time, and reduce costs. Survey after survey confirms that people are working longer and harder at jobs that are more complex and have a wider range of responsibilities. At the same time, the way people work and communicate with one another is changing, creating added stress and complexity. While conflict can lead to discoveries such as new ideas and innovative breakthroughs, it can, if allowed to escalate, result in damage to critical working relationships. This course teaches leaders how to recognize the signs of escalating conflict and take appropriate action to minimize damage. Leaders are introduced to two resolution tactics—coach and mediate—and practice using the Interaction Essentials as they coach an associate to resolve a conflict.

**February to June 2016 Available Sessions**
- May 13, 2016  8:30am – 12:30pm  UHall Conf. Rm. 450

Registration page: [Click Here](#)
Service Excellence

Designed to refresh service skills as well as provide a few new tools for one’s service toolkit. By the end of this course, participants will:

- Gain a better understanding of what Service means
- Explain the importance of projecting a positive service attitude
- Describe why we need to develop trust, establish rapport, and make customers feel valued
- Utilize RATER to ensure a quality customer experience.

**February to June 2016 Available Sessions**
- March 3, 2016 9:30am – 11:30am UHall Conf. Rm. 450
- April 6, 2016 1:00pm – 3:00pm UHall Conf. Rm. 450
- May 24, 2016 9:00am – 11:00pm UHall Conf. Rm. 450
- June 30, 2016 1:30pm – 3:30 pm UHall Conf. Rm. 450

Registration page: [Click Here](#)

Situational Leadership II (Blanchard)

Situational Leadership II (SLII) is recognized as both a business language and a framework for employee development that transcends cultural, linguistic, and geographical boundaries. Its foundation lies in teaching leaders to diagnose the needs of an individual or a team and then use the appropriate leadership style to respond to the needs of the person. SLII boosts the effectiveness, impact, and dedication of your leaders, and teaches leaders to behave in alignment with their good intentions, and in alignment with what their people need.

**February to June 2016 Available Sessions**
- February 19, 2016 8:00am – 12:00pm UHall Conf. Rm. 454
- March 29, 2016 8:00am – 12:00pm UHall Conf. Rm. 454
- May 17, 2016 8:30am – 12:30pm UHall Conf. Rm. 454
- June 28, 2016 8:30am – 12:30pm UHall Conf. Rm. 450

Registration page: [Click Here](#)
Your Leadership Journey (DDI)

This course arms a new (within their first 2-3 years) or prospective leader with the knowledge and skills they need to confront the challenges they face early in their leader career. The course encourages the learner to think about the transitions that newer leaders face and how to handle those challenges. Learners will be introduced to three leadership differentiators that are most important to build a positive reputation as well as add to the organization’s success.

February to June 2016 Available Sessions
- March 22, 2016  8:30am – 12:30pm  UHall Conf. Rm. 454
- May 5, 2016  12:30pm – 4:30pm  UHall Conf. Rm. 454

Registration page: Click Here

AUDIENCE: Staff with Direct Reports
LENGTH: 4 hours
COST: $55 per participant
PREREQ: Communicating for Leadership Success