# Learning & Leadership Development Center (LLDC)

## Course Offerings July through December 2016

This document provides a quick view of all the UCHR LLDC workshops available from July to December 2016. Click on each course for more information, course dates, and registration link.

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*Classes with a prerequisite course requirement

## Prior to registering for classes, please note:

- Manager approval is required for all classes. Your manager will receive an automated email to approve your participation.
- Please add the class to your Outlook calendar.
  - Those more than 15 minutes late will not be admitted and be asked to sign up for the next class.
  - If you will need to leave class early, advanced notice of early departure and arrangements to make up the missed portion of the class must be made by emailing HRlearning@uc.edu.
  - Please notify us not later than 24 hours prior to the date if you are unable to attend. Failure to provide notification will result in forfeiture of any applicable course fees.
- There is a minimal fee for some courses to cover participant materials for the class.
  - Your manager will need to provide budget information when approving your attendance.
  - If you must cancel, 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.
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  
**PREREQUISITE:** Communicating for Leadership Success  

**July to December 2016 Available Sessions**
- September 22, 2016  8:30am – 12:30pm  UHall Conf Rm. 450
- November 30, 2016  12:30pm – 4:30pm  UHall Conf Rm. 450

Registration page: [Click Here](#)

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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  
**PREREQUISITE:** None

**July to December 2016 Available Sessions**
- July 19, 2016  9:00am – 11:00am  UHall Conf Rm. 450
- September 27, 2016  9:00am – 11:00am  UHall Conf Rm. 450
- October 27, 2016  1:30pm – 3:30pm  UHall Conf Rm. 450
- December 14, 2016  1:00pm – 3:00pm  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.

**July to December 2016 Available Sessions**
- August 16, 2016 8:30am – 12:30pm UHall Conf. Rm. 450
- December 7, 2016 8:30am – 12:30pm UHall Conf. Rm. 450

Registration page: [Click Here](#)

Communicating with Impact (DDI)

*Prerequisite course 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.

**July to December 2016 Available Sessions**
- July 13, 2016 12:30pm – 4:30pm UHall Conf. Rm. 450
- August 12, 2016 8:30am- 12:30pm UHall Conf. Rm. 450
- September 13, 2016 12:30pm – 4:30pm UHall Conf. Rm. 450
- October 20, 2016 8:30am – 12:30pm UHall Conf. Rm. 450
- November 17, 2016 8:30am – 12:30pm UHall Conf. Rm. 454
- December 15, 2016 8:30am – 12:30pm UHall Conf. Rm. 450

Registration page: [Click Here](#)
Communicating for Leadership Success (DDI)
Prerequisite course for all “Leading Others” DDI courses

*Non-managers: Please register for employee level session.

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.

July to December 2016 Available Sessions
- July 28, 2016 8:30am – 12:30pm UHall Conf. Rm. 450
- September 16, 2016 8:30am – 12:30pm UHall Conf. Rm. 450
- October 11, 2016 12:30pm – 4:30pm UHall Conf. Rm. 450
- December 2, 2016 8:30am – 12:30pm UHall Conf. Rm. 450

Registration page: Click Here

Driving Change (DDI)

*Non-managers: Please register for the employee level version.

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.

July to December 2016 Available Sessions
- September 29, 2016 8:30am – 12:30pm UHall Conf. Rm. 450
- December 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 today and tomorrow.

July to December 2016 Available Sessions

- July 12, 2016 8:30am – 12:30pm  UHall Conf. Rm. 454
- October 14, 2016 8:30am – 12:30pm  UHall Conf. Rm. 450

Registration page: Click Here

High Impact Feedback and Listening (DDI)

In this course, individual performers learn how to effectively deliver both positive and developmental feedback. They also learn how to be receptive to feedback and to listen to and accurately understand the speaker’s intended message. In the workplace, these skills help them to optimize and sustain their own and their co-workers’ performance.

July to December 2016 Available Sessions

- November 16, 2016 8:30am – 12:30pm  UHall 450

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.

**July to December 2016 Available Sessions**
- July 26, 2016  9:00am – 10:30am  UHall Conf. Rm. 450
- September 12, 2016  1:00pm – 2:30pm  UHall Conf. Rm. 450
- November 1, 2016  1:30pm – 3:00pm  UHall Conf. Rm 450
- December 6, 2016  1:00pm – 2:30pm  UHall Conf. Rm 450

Registration page: [Click Here](#)

Making High-Quality Decisions (DDI)

Using an engaging simulation, this course teaches a logical decision-making process that addresses the critical elements that result in high-quality business decisions. Participants also learn how to avoid the pitfalls that often undermine high-quality decision making.

**July to December 2016 Available Sessions**
- November 2, 2016  8:30am – 12:30pm  UHall Conf. Rm. 450

Registration page: [Click Here](#)
Navigating Beyond Conflict (DDI)

*Managers: Please register for the manager version.*

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.

**July to December 2016 Available Sessions**
- September 21, 2016 12:30pm – 4:30pm  UHall Conf. Rm. 450

Registration page: [Click Here](#)

Paradigms

Join us as we explore how challenging and changing paradigms is necessary for us to identify new ideas and opportunities. Learn how we can embrace changes and prevent ourselves, our thoughts, and work procedures from becoming stagnant. Discover the importance of paradigms, paradigm shifts, and the consequences of paradigm paralysis.

**July to December 2016 Available Sessions**
- October 12, 2016  1:30pm – 3:30pm  UHall Conf. Rm. 450
- November 14, 2016  1:30pm – 3:30pm  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

**July to December 2016 Available Sessions**

- July 29, 2016 9:00am – 10:30am UHall Conf. Rm. 450
- September 2, 2016 9:00am – 10:30am UHall Conf. Rm. 450
- October 18, 2016 1:30pm – 3:00pm UHall Conf. Rm. 450
- November 29, 2016 1:00pm – 2:30pm UHall Conf. Rm. 450

Registration page: [Click Here](#)

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.

**July to December 2016 Available Sessions**

- August 3, 2016 1:30pm – 3:30pm UHall Conf. Rm. 450
- September 15, 2016 9:00am – 11:00am UHall Conf. Rm. 450
- October 25, 2016 1:30pm – 3:30pm UHall Conf. Rm. 450
- December 13, 2016 1:30pm – 3:30pm UHall Conf. Rm. 450

Registration page: [Click Here](#)
Resolving Workplace Conflict (DDI)

*Non-managers: Please register for the employee level version.

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.

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

**July to December 2016 Available Sessions**
- August 18, 2016 8:30am – 12:30pm UHall Conf. Rm. 450  
- November 18, 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.

**July to December 2016 Available Sessions**
- August 16, 2016 1:30pm – 3:30pm UHall Conf. Rm. 450
- September 30, 2016 9:00am – 11:00am UHall Conf. Rm. 450
- November 10, 2016 9:00am – 11:00am UHall Conf. Rm. 450
- December 14, 2016 9:00am – 11:00am 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.

**July to December 2016 Available Sessions**
- August 31, 2016 8:30am – 12:30pm UHall Conf. Rm. 450
- October 26, 2016 8:30am – 12:30pm UHall Conf. Rm. 450

Registration page: [Click Here](#)