

UHCL Training and Development Catalog

Topic	Intended Audience	Learning Objectives
Assertive Communication	All employees	<ul style="list-style-type: none"> Recognize the three main categories of behavior, their advantages and disadvantages and how to best respond to them Wide range of assertiveness techniques to help participants to become more assertive in the workplace Create an action plan to enable them to build on their new assertiveness skills going forward
Coaching (for leaders)	Leaders or aspiring leaders	<ul style="list-style-type: none"> Coaching vs. training When it is appropriate to coach Skills of a coach Purpose of and use of powerful questions
Personal Development Planning	All employees	<ul style="list-style-type: none"> Identification of career goals How to create a personal development plan to achieve personal and career goals Application of personal career planning
Professional Workplace Etiquette	All employees	<ul style="list-style-type: none"> Effects of appropriate or inappropriate workplace etiquette Workplace behavioral expectations in the 21st century UHCL's behavioral expectations regarding treatment of others
Strategic Customer Focus	All employees	<ul style="list-style-type: none"> Identification of key customers and stakeholders in any role Ability to identify and quantify needs of internal and external customers Processes to measure and ensure customer satisfaction
Setting SMART Goals	All employees	<ul style="list-style-type: none"> Best practices in setting goals SMART goal quantification process Evaluation of current goals and re-definition to SMART
Time Management	All employees	<ul style="list-style-type: none"> Identification of common time wasters at work Language to assert your time needs to internal and external customers Organization of tasks and work station to maximize productivity
UHCL Discipline Process (for leaders)	Leaders or aspiring leaders	<ul style="list-style-type: none"> When to begin documenting performance issues Best practices in performance documentation and communication UHCL Disciplinary process and forms Application of principles to real-life scenarios

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Listening Skills	All employees	<ul style="list-style-type: none"> • Understanding of the communication process • Identify common failures in communication and listening • Tools to overcome noise in communication
Succession Planning (for leaders)	Leaders or aspiring leaders	<ul style="list-style-type: none"> • Best practices in knowledge capture • How to identify key competencies for important roles • Evaluation and development of staff for future organizational needs
Effective Feedback	All employees	<ul style="list-style-type: none"> • Understanding communication needs of others for success in feedback conversations • STAR feedback model • The use of feedback to drive performance outcomes
Behavioral Interviewing	All employees participating in hiring	<ul style="list-style-type: none"> • Knowledge of 3 different interview formats • Identification of competencies when evaluating candidates • Purpose and format of behavioral interviewing questions • Effective rating of behavioral interview responses
Setting Expectations (for leaders)	Leaders or aspiring leaders	<ul style="list-style-type: none"> • Common failures in setting expectations • How to set clear expectations • Understanding the needs of others in communication of expectations
Leading a Team	Leaders or aspiring leaders	<ul style="list-style-type: none"> • 5 dysfunctions of a team • How to counteract and encourage healthy behaviors • Tools to leverage strengths of team members • Effective teambuilding
Leading Change	Leaders or aspiring Leaders	<ul style="list-style-type: none"> • Barriers to change at the organizational level • Best practices in communicating change • How to leverage your staff for successful change