



Leadership & Development Courses

New 2008 Courses & Programs Coming Soon!!!

OhioHealth continues to invest in and support its associates and leadership team through a selection of classroom and on-line skill-building courses. Please print this list of available courses as a hard copy Course Catalog to share with all associates. All on-line courses and classroom course information is available through the OhioHealth University learning management system (LMS). Classroom course registration instructions are included at the end of this document.

First Quarter '08 Classroom Course Schedule

Course	JANUARY	FEBRUARY	MARCH
Asserting Your Ideas	10 th		25 th
Building Trust	10 th		25 th
Coaching Skills for Managers	30 th		
Conducting Performance Evaluations	18 th		
Conflict Management		29 th	
Crucial Conversations		14 th	13 th
Leveraging Diversity: Moving Beyond Awareness to Skill	15 th	20 th	27 th
New Leader Orientation		6 th & 7 th	
Right From The Start		12 th	
Time Management	24 th		
Writing Performance Evaluations	18 th		

Classroom Courses for All Associates

ASSERTING YOUR IDEAS

Course: OD3145

The focus of this course is on helping participants to achieve their desired outcomes without infringing on others. Participants will learn how to utilize specific assertive behavioral skills to help them get their point heard. Each participant will also develop a specific plan of action for how to deal with a real-world problem that they are currently facing back on the job.

CONFLICT MANAGEMENT FOR ASSOCIATES

Course: OD3036.A

This course examines what conflict is and how to work through it by applying specific interpersonal and communication skills. Participants will assess themselves against five conflict handling modes and practice personal techniques to resolve conflict.



TIME MANAGEMENT I

Course: OD3106

This course teaches proven techniques to increase personal productivity. Topics include ways to manage paper mail, voice mail and e-mail; prioritizing tasks; and organizing the workday.

On-Line Courses for All Associates

Applying Emotional Intelligence in the Workplace	Dealing with Violence in the Workplace	Guardianship Decisions for elderly Loved Ones
Basics of Effective Communication	Interviewing Job Candidates	Internet Basics
Business Writing Basics	Preventing Sexual Harassment	Interviewing for Job Candidates (Great for employees who want to transfer)
Conflict Intervention	Valuing Diversity	Managing Stress
Presentation Skills	Appreciating Personality Differences	Managing your 401K (or similar plan)
Successful Negotiation	Becoming An Effective Team Member	Organizing Your Workplace
Writing Effective E-Mail	Achieving Personal Goals	Overcoming the Loss of a Loved One
Building Strong Customer Relationships	Balancing Work and Family	Personal Financial Planning
Dealing with Difficult Customers	Choosing a Childcare Provider	Recognizing and Avoiding Burnout
Telephone Skills for Customer Service	Developing a Child's Critical Thinking Skills	Recognizing and Managing Anger
Succeeding as an Administrative Assistant	Time Management	Recognizing and Responding to Signals of Violence
Leading Effective Meetings	Solving Problems as a Team	Managing Projects
Microsoft Office XP: Access, Excel, Word, Outlook, PowerPoint, in three skill levels		

Classroom Courses for Management & Leadership

Building Trust

Course: OD3144

Participants will prepare and plan for initiating and supporting trust in their workplace by applying six trust building practices and behaviors to their work environment. Communication and involvement techniques that sustain trust will be practiced as well.

Conducting Performance Evaluation Conversations

Course: OD3039

Managers and associates both become anxious when it comes to the evaluation discussion. Participants will learn how to reduce anxiety, involve and energize the associate, provide constructive feedback in a positive way, identify future expectations, and motivate the associate during the discussion. Participants will also learn how to deal with counterproductive behaviors that may arise during the meeting.

CRUCIAL CONVERSATIONS

Course: OD3109 v2.

Crucial conversations take place when opinions differ, emotions are at the surface, and stakes are high. This course reviews a model for conducting effective conversations includes understanding dialogue, starting with heart, focusing on what you want, refusing "suckers' choices", and mastering stories. Participants will learn how a feeling of safety improves the use of dialogue and how to prevent slipping into an ineffective communication style when under stress.

LEVERAGING DIVERSITY: MOVING BEYOND AWARENESS TO SKILL

Course: EW2009

Diversity is about creating an environment in which each person's uniqueness is recognized and valued as an asset to the organization. Through this interactive course, leaders will understand the impact of shifting demographics in our community on our need to provide culturally responsive care. Information and exercises will stress protocols to decrease barriers in cross-cultural interactions with patients and associates and resolve conflicts through understanding and acceptance of cultural differences

NEW LEADER ORIENTATION

Course: OD3005

This program reinforces the importance of the manager's role in promoting the mission, vision and values that make up the OhioHealth culture. The course also introduces the various OhioHealth processes, functions, contacts and programs that a new manager will need to know quickly in his/her new role.



Right From The Start

Course: OD3024

Right from the Start presents OhioHealth’s best practices around selecting the right people and making them feel welcome and supported in their new work environment. The course walks leaders through the process, guidebook and tools for behavioral interviewing, communication, setting expectations and coaching new associates through their first 90 days.

WRITING PERFORMANCE EVALUATIONS

Course: OD3028

The primary focus of this workshop is writing the actual performance evaluation in an accurate, descriptive and defensible manner. In addition, participants will review how to write SMART goals and performance objectives. They will understand and be able to write clear expectations for behavioral standards or competencies expected. Participants will also learn key ways to reduce rater bias including documentation of data and behavioral observations throughout the evaluation period.

On-Line Courses for Management & Leadership

Basics of Budgeting	Financial Basics for Non-Financial Managers	Understanding and Using Contracts
Dealing with Violence in the Workplace	Preventing Sexual Harassment – Leaders	Applying leadership Basics
Building a Successful Team	Coaching and Counseling	Conducting Performance Reviews
Creating a Strong Leadership Team	Delegating	Developing a Strategic Plan
Discharging Employees	Disciplining and Redirecting Employees	Executive to Employee Communication
Leading Effective Teams	Managing a Virtual Office	Managing Change
Managing Disagreement	Motivating Employees	Providing Effective Feedback
Recognizing Employee Performance	Setting performance Goals and Expectations	Succeeding as a Supervisor



How to Search, Register, or Take Classes

- From the OhioHealth intranet, click on the Corporate University tab or click on this link <http://ohcu.ohiohealth.com>
- Log in to the LMS by using your Employee ID number for both User ID and Password
- From your "Student Account" page, select the "Find" tab
- Under the "Find" tab click on "Classroom Courses" for all classroom education sessions or click on "Online Courses" for all online education sessions
- On the "Classroom Course" or "Online Course" screen, type the name of your class in the "Search" box
- Click on the name of the class to see date, time and location of class.
- Register for a class by clicking on the "Register" link.
- To take an on-line class, simply click on the name of the class.
- For more information about the selected class, click "Detail"

Need assistance?

- ▶ For technical help using the LMS, contact Organization Development & Education at 566-5512, option 0, or e-mail ohcu@ohiohealth.com.
- ▶ For technical and PC support call the OhioHealth Customer Support Center (CSC) at 566-HELP (4357).
- ▶ For questions about curriculum or course content, contact:
 - Sue Hiser, Team Leader, Organization & Leadership Development, 566-4575
 - Joe Dorrian, Leadership Development Specialist, 566-3687
 - Myrtle Spruiel, Education Coordinator, 566-5165