

Visit Training and Organizational Development at www.umdnj.edu/hrweb for a full listing of Services; Course Descriptions for Management and Professional Development; and Registration Form. Contact us at 732-235-95000.

University Hospital Courses

<u>Course</u>	<u>Code</u>	<u>Date</u>	<u>Room</u>	<u>Time</u>
UH Five Star Service (UH Staff Only)	UH625	October 15 November 19	SSB 242	9:00 - 4:30
UH Orientation	UH700	August 4, 18 September 1, 15 October 6, 20 November 3, 17 December 8, 22	MSB 515	8:45 - 4:00

Human Resources
Office of Training and Organizational Development
335 George Street, Liberty Plaza Suite 1200
New Brunswick, NJ
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Human Resources

Office of Training and Organizational Development



UMDNJ
UNIVERSITY OF MEDICINE &
DENTISTRY OF NEW JERSEY

Fall 2009



Management Courses

Conducting the Performance Appraisal Meeting	M220	December 3	New Brunswick	1:00 - 4:00
Learn and practice techniques that effectively deal with a range of potentially awkward situations. This class concentrates on structuring the appraisal meeting to maximize communication.				
Interviewing for the Best Candidate	M375	September 30	Newark	9:00 - 1:00
Explore how to plan, conduct and evaluate selection interviews and gather the information needed to make the right hiring decisions in this class.				
Managing Performance: From Coaching to Discipline	M175	November 17	New Brunswick	9:00 - 4:30
This course addresses the often difficult responsibility of confronting employee behaviors that interfere with job performance. Emphasizes counseling techniques for communicating expectations.				
Managing@ UMDNJ	M255	Nov. 11 and 13 Dec. 1 and 8	New Brunswick Stratford	9:00 - 4:30 9:00 - 4:30
This two-day program exposes managers and supervisors to essential information needed to successfully transition into leadership roles at UMDNJ.				
Quality Supervision: UMDNJ's Supervisory Development Program	M500	Sept. 16, 17, 23, 24 Dec. 2, 3, 9, 10	New Brunswick Newark	9:00 - 4:30 9:00 - 4:30
This four-day program is designed to provide front-line supervisors with the tools and techniques essential to the establishment and maintenance of quality supervision.				
The Effective Manager: UMDNJ's Management Development Program	M300	Aug. 4, 6, 11, 13 Oct. 13, 15, 20, 22	New Brunswick New Brunswick	9:00 - 4:30 9:00 - 4:30
This four-day program provides directors and managers with up-to-date management models, approaches and skills needed to lead effectively.				
UMDNJ's Performance Appraisal Tools	M210	September 22 November 3 December 3	Newark Stratford New Brunswick	9:00 - 12:00 9:00 - 12:00 9:00 - 12:00
Participants will examine the performance appraisal process and review the current forms used.				

Professional Development Courses

Assertive Communication Skills	P565	October 29	New Brunswick	9:00 - 4:30
This course will help you develop positive assertiveness - a natural style that is direct, honest and respectful while interacting with others.				
Customer Service: Skills for Staff	P300	October 9	New Brunswick	9:00 - 4:30
Learn how to provide first-rate service to both internal and external customers. Special attention is given to understanding the necessity for creating a service culture.				
Leading Successful Change	P505	October 28 December 15	New Brunswick Newark	9:00 - 1:00 9:00 - 1:00
Leading successful change requires building a sense of urgency amongst key stakeholders, anticipating and avoiding common pitfalls, and overcoming resistance before it begins. This course reviews the critical ingredients to a successful change process and provides practical tools you can begin to apply immediately in the workplace.				

Lifecycle of a Grant	P410	November 18	New Brunswick	9:00 - 1:00
A hands-on workshop that covers the full lifecycle of a grant from application preparation to award, through post-award administration and financial reporting.				
Listening Skills	P460	October 8 November 10	Newark Stratford	9:00 - 4:30 9:00 - 4:30
This course will provide you with the foundational skills to become a more effective listener.				
Making Meetings Work	P280	October 6	Stratford	9:00 - 1:00
Explore factors that make meetings work, as well as what makes them fail. Participants will learn the functions of meetings and when, how and why to hold them for maximum productivity.				
Managing Difficult Conversations	P205	October 7 December 4	Newark New Brunswick	9:00 - 1:00 9:00 - 1:00
When "difficult conversations" are handled well, they are turned into "productive conversations" which enhance collaboration and productivity. This course helps individuals approach difficult conversations in a way that greatly improves the chances of having a positive outcome.				
Negotiating Skills	P540	November 5	Newark	9:00 - 4:30
This course emphasizes specific techniques and useful phrases for moving the process of negotiating forward so that wise agreements are reached efficiently without damaging the relationship.				
Presentations With Impact	P545	Sept 29 & Oct 2	New Brunswick	9:00 - 4:30
This two-day course will equip the participant with proven techniques and skills for reducing anxiety and successfully delivering presentations.				
Professional Credibility	P850	September 29 November 10	Stratford Newark	9:00 - 1:00 9:00 - 1:00
Dress for success, communication skills (including tone, diction, and word usage) all contribute to a successful professional image. This class offers the opportunity to consider self awareness in the professional arena.				
Professional Telephone Techniques	P350	October 22	Newark	9:00 - 12:00
Learn the importance of good telephone etiquette including voice quality, courtesy, complaint-handling, call transferring and pleasant call terminations.				
Resolving Conflict in Professional Relationships	P475	November 19	New Brunswick	9:00 - 4:30
Professional relationships require time and commitment to effectively resolve conflict. This course focuses on the five different conflict resolution styles and when and how to use them.				
Time Management	P800	December 10	New Brunswick	9:00 - 4:30
Learn to analyze your current use of time and develop skills to use your time more effectively.				
What is Your EQ: Intro to Emotional Intelligence	P575	November 17 December 8	Stratford Newark	9:00 - 4:30 9:00 - 4:30
Emotional intelligence refers to the array of personal-management and social skills that allows one to succeed in the workplace. EQ encompasses intuition, character, integrity and motivation. It also includes good communication and relationship skills - the focus of this course.				