

Human Resource Development

UNIVERSITY LEADERSHIP

CLASSES

University Leadership is designed for those who work in a nonclinical setting within the University system. University staff members currently in a supervisory/management position as well as those who may be on a career track to becoming a supervisor are welcome to attend.

Each module is facilitated by a University leader or supervisor, but participants are encouraged to bring their experiences and knowledge to share with others; this further enriches each session and makes the program a worthwhile experience for all.

Course descriptions and objectives can be accessed by clicking on the program titles below. For more information on University Leadership content contact [Kristin Hocker](#).

Classes are held in the spring beginning in January, in the summer beginning in June, and in the fall beginning in September. Schedules and registration information are not available online; please contact [Sharon McCullough](#) to be included on our distribution list for this information.

Management Expectations

Course Title	Visionary Leadership	Managerial Consistency	Staff Development	Manage Diversity	Achieve Satisfaction	Process Excellence
UNIVERSITY LEADERSHIP PROGRAM						
Appreciating Differences for Supervisors				x		
Committing to Performance			x			
Communicating for Results		x				
Foundations of University Leadership (prerequisite for all classes except Overview)	x					
Making a Difference in Customer Service					x	
Managing Conflict		x				
Overview – University of Rochester (prerequisite for all modules)	x					
Surviving Workplace Change						x
Understanding/Applying University Policies and Procedures; Tools for Working in a Harassment-Free Environment		x				