Communicating With Influence

This series of three modules is intended to assist staff in identifying the key components of communication and provide techniques to help in delivering clear messages that are also reflective of one's intent and ability to communicate assertively. Participants will identify whether their words, voice and visuals clearly convey their messages. Self-enroll by clicking http://bb.rochester.edu/enroll/user_enroll.cfm?enrollmentID=gd94 if you have a Blackboard account. (If you do not have a Blackboard account, click Request an Account at the top of the Blackboard Support Page.)

From Conflict to Communication

This course on moving from conflict to conversation and communication consists of two modules intended to assist staff to identify how conflict escalates in the workplace, the role of one's emotions within conflict, and how to apply conversational techniques that can assist in resolving conflict to restart the conversation. You can self-enroll at http://bb.rochester.edu/enroll/user_enroll.cfm?enrollmentID=2enb if you have a Blackboard account. If you do not have a Blackboard account, click Request an Account at the top of the Blackboard Support Page.

Generations in the Workplace

This course explores the five generations currently in the workplace, each with its own set of ideas and methods. Learn to appreciate how each generation brings different core values and contributions to the workplace, adding another dimension of diversity and creativity. If you have a Blackboard account, you can self-enroll by clicking http://bb.rochester.edu/enroll/user_enroll.cfm?enrollmentID=26hg. (If you do not have a Blackboard account, click Request an Account at the top of the Blackboard Support Page at http://www.urmc.rochester.edu/blackboard.)

Interviewing Skills

The Interviewing Skills Program is a three-part series that explores tips and techniques for planning and conducting successful interviews. The series includes information on preparing interview questions that are job-related, appropriate and legal; how to create an environment for the interviewee that is comfortable; the post-interview process and the laws that govern hiring practices. If you have a Blackboard account, you can self-enroll by clicking http://bb.rochester.edu/enroll/user_enroll.cfm?enrollmentID=2ki3. (If you do not have a Blackboard account, click Request an Account on the top of the Blackboard Support Page at http://www.urmc.rochester.edu/blackboard.)
Managing Change: Surviving and Thriving in Today’s Environment

This course explores the types and characteristics of change, how individuals react, and the reasons for resistance. Learn to successfully navigate change in the workplace and sustain it using a proven methodology. If you have a Blackboard account, you can self-enroll by clicking http://bb.rochester.edu/enroll/user_enroll.cfm?enrollmentID=2a4j. (If you do not have a Blackboard account, click Request an Account on the top of the Blackboard Support Page at http://www.urmc.rochester.edu/blackboard.)

Policy on Minimum Standards for Programs for Minors and Children

All Programs for Minors and Children must be registered with the University by filing a registration form with the Risk Management Department within the Office of Counsel. The Policy balances the need for a uniform set of program requirements to protect minors under our care with the flexibility for schools and divisions to implement these requirements in a way suitable to the needs of each program. This offering explains the policy in detail and presents resources to assist departments in compliance with the requirements. You can self-enroll by clicking http://bb.rochester.edu/enroll/user_enroll.cfm?enrollmentID=g81l if you have a Blackboard account. (If you do not have a Blackboard account, click Request an Account on the top of the Blackboard Support Page at http://www.urmc.rochester.edu/blackboard.)

Time Management

Participants will address ways to reduce wasted time. The components of time management, the importance of establishing SMART goals, and the application of long-term and short-term time management tools and techniques are also included. You can self-enroll at http://bb.rochester.edu/enroll/user_enroll.cfm?enrollmentID=2ke2 if you have a Blackboard account. (If you do not have a Blackboard account, click Request an Account at the top of the Blackboard Support Page.)