



"Bringing Out the Best in People"

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Instructor: UCLA, UC Davis and UCI Extensions

Menu of Courses

Career Development

Career Tune-Up for Uncertain Times

Securing your job and getting promoted require a current resume and a marketing plan for an increasingly competitive workplace. This workshop focuses on assessing your best work skills, aligning them with organizational and market realities and creating an action plan for career progression. Participants learn to shape their present job in the context of changing life goals and market forces; evaluate their assets and liabilities and focus on improving their strengths; protect their job in a down market and position themselves for the next career move; market and brand themselves and receive support from the instructor and peers in implementing their career action plan.

Course Outcomes:

- Assess your core interests, reward motivators and skills
- Identify the best matches for your career path
- Market and brand yourself
- Create and implement an action plan for career progression

Manage Yourself, Maximize Success and Work-Life Balance

How do you remain engaged and productive in the changing workplace during a professional life that may span more than 50 years? This course focuses on establishing sustainable work-life goals, aligning your main priorities with your daily activities and minimizing gaps between commitments and convictions. You become aware of your abilities and values, learn to maximize your resources and decide which goals to strive for while achieving work-life balance.

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Course Outcomes:

- Figure out what really matters to you - Your “Big Five for Life” priorities
- Analyze your success patterns and focus on your strengths
- Match commitments to convictions
- Achieve enduring success and work-life harmony

Navigating Organizational Politics and Corporate Savvy

Want to learn how to secure your job, get promoted and excel in a world where hard work and talent aren't always enough? This course provides you with an understanding of organizational politics and strategies for success in the workplace. Topics include political styles, intuition, and compass; organizational climate and dealing positively with office politics; managing up, down, and sideways; group dynamics and facilitation skills. Instruction is interactive; participant focused and involves extensive group activities, case studies, and applications of learning in real time.

Course Outcomes:

- Identify political situations, styles and environments
- Mind map political situations, chart steps to deal with them successfully, evaluate the risk reward scenarios and decide on the best plan of action
- Recognize dysfunctional conversation patterns (DCP) and practice avoiding them
- Assess your behavioral tendencies and preferred environments and how they affect others
- Take steps to develop organizational power, find the keys to the executive suite, uncover hidden agendas and manage your boss
- Create an action plan for implementing your learning outcomes and deliver it to the class

Strategic Career Design

Charting a career to lead the lifestyle you want requires a strategy. This course provides a conceptual framework and tools based on extensive scientific research and employed by top business schools and corporations. Participants assess core interests, reward motivators, leadership tendencies, strengths, and weaknesses; identify best work skills, compatible careers, and organizational cultures and align them with organizational realities; set goals; manage transitions; and create a roadmap for career progression.

Course Outcomes:

- Design a career that fits your interests, values, skills and work-style preferences
- Shape your present job in the context of career and life goals and changing market forces
- Know your assets and liabilities and focus on improving your strengths
- Market and brand yourself
- Create and implement short-and long-term plans for career advancement

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Legal Compliance

Business Ethics and Ethics for HR Professionals

Heighten your awareness and understanding of workplace ethical issues and the importance of developing tools for making ethical and effective business decisions. Recent financial scandals and subsequent regulations highlight the need to foster ethical behavior and avoid the slippery slope of an unethical business environment. This course provides a conceptual framework and toolkit with practical information to apply in the workplace. Participants learn when and where ethical issues are most likely to surface and how to maintain their integrity; gain an understanding of the impact of cultural and organizational pressures to conform; explore a variety of ethical decision-making models; develop solutions and evaluate their course of action. Business experience and case studies create the basis for this highly interactive course.

Course Outcomes:

- Identify where and when ethical issues are likely to occur and how to maintain personal integrity
- Analyze ethical issues, develop solutions, evaluate their consequences and decide on course of action
- Identify the impact of cultural and organizational pressures to conform
- Outline an ethics program for your organization
- Acquire a toolkit with practical information to apply in the workplace

Conducting Effective Interviews

The interview process is the heart of the hiring and termination process. Our success as managers depends on maximizing the quality of the employees we recruit and minimizing their liabilities. Interviewing skills are an essential part of this role. You learn how to prepare for an interview, the four elements of effective entry and exit interviews, the legal and illegal questions to ask and how to close the interview well.

Course Outcomes:

- How to prepare for the interview
- Conduct an effective and legally compliant interview
- Be mindful of the legal guidelines in the hiring and termination interviews

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Harassment-Free Workplace

California law requires companies with 50 or more employees to provide supervisors with two hours of sexual harassment prevention training every two years. Training your supervisors is also an important strategy to reduce liability in sexual harassment lawsuits and create a respectful, diverse and productive workplace for all.

Course Outcomes:

- Identify the various shades of harassment
- Prevent and handle harassment situations
- Minimize liabilities for you and the company
- Create a respectful, safe and harassment-free workplace

Risk-Free Terminations

Terminating employees can be fraught with emotional and legal issues. This course lays out the pre-termination considerations, the preparation for the termination session and the stages that employees go through in the termination process. You learn through case studies and role play how to perform a legally compliant and compassionate termination, minimizing the damage to the departing employee and to the company.

Course Outcomes:

- Pre-termination considerations
- Essential termination questions
- Exit interview process
- Legally compliant and cost effective termination

Management Training

Coaching for High Performance

Managers play a key role in coaching employees for high performance. Coaching suggests a supportive/collaborative approach rather than one that is directed or controlled. For many employees, this may be the most effective way to boost performance, harness competitive energy and create a bond with their managers. This course introduces coaching models and competencies and assesses your coaching skills. You learn through role play how to conduct an effective performance management process.

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Course Outcomes:

- Understand context, purpose and models of coaching
- Improve your coaching skills
- Conduct performance management process which is aligned with the organization’s goals

Engaged Employees Make a Difference

Learn to engage your staff and create a more motivated, productive and committed workforce that will contribute significantly to your organization's success. Explore current models and best practices for developing a fully-engaged workforce by examining the motivators for connecting employees to today's rapidly-changing, mobile work environment. Utilizing extensive group activity and case studies discover how to create an interactive, participant-driven environment to maximize your team's involvement in the organization and increase job satisfaction and productivity.

Course Outcomes:

- Identify and measure employee engagement
- Develop strategies to engage employees and follow-up actions for implementing them
- Add value to your team and workplace

Facilitating Groups and Managing Meetings

Escape from meeting hell and learn how to facilitate empowering, productive and cost-effective meetings! With the advent of teams and collaborative work environments, a great deal of time is spent in meetings and group sessions. Increasingly, employees and managers are called to facilitate various group interactions. You will learn how to plan for meetings and carry out elements of the group process as skilled facilitators. Discussion and exercises center around strategies for setting goals and planning agendas, actions to stay on track, and tactics to involve all the players in the group process and achieve the desired results. Teaching is experiential and involves extensive group dynamics exercises and applications of learning in real time.

Course Outcomes:

- Goals and types of groups/meetings
- Making meetings work
- Stages of group development, decision-making methods and managing conflicts
- Your own facilitation skills and how to improve them
- Elements, techniques and applications of group dynamics

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Managing Change

Change is all around us. We are continually asked to manage change in our own lives and organizations. Yet change unfolds through personal and organizational resistance. This course focuses on identifying, planning and implementing change in ourselves and in organizations. Within the context of personal and organizational complexity, you examine your approach to change through case studies and extensive group activity. Teaching is experiential and involves simulation of the change process.

Course Outcomes:

- Identify and deal with the various stages of transition
- Plan, shape and manage change in your life and organization
- Assess change in yourself and in the workplace

Mentoring for Success

Mentoring plays an important role in developing and retaining employees. Yet few managers have formal training in the process of mentoring or understand its benefits. Mentors serve as trusted advisors who guide mentees through the maze of their organizations, boosting their performance and careers. This course introduces managers to the essentials of mentoring and provides specific techniques for a variety of personality types and work circumstances.

Course Outcomes:

- Understand the context, purpose and models of mentoring
- Improve your mentoring skills
- Design your mentoring plan

The Secrets of Time Management

Time is our most valuable resource. We may not be able to alter time, but we can manage ourselves in relation to time. Time management is a skill that requires practice. You learn to recognize how time management will improve your work and home life. The course provides tips on planning, prioritizing, delegating responsibilities and handling interruptions.

Course Outcomes:

- Redefine time management
- Plan and prioritize your time effectively
- Deal with the unexpected and interruptions
- Increase productivity and work-life balance

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