

# EOD Course Catalog



## 2024-25

Find us online at:

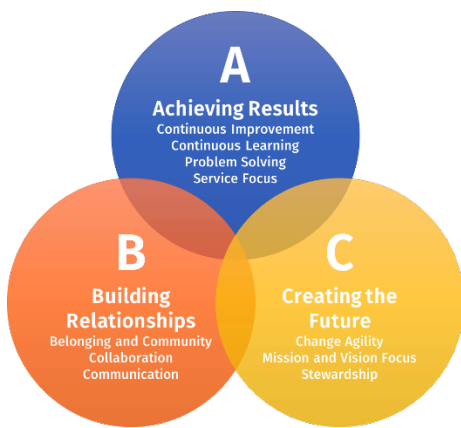
<https://hr.ucr.edu/employee-and-organizational-development>

Contact us at:

[HRTrainingContacts@ucr.edu](mailto:HRTrainingContacts@ucr.edu)

# COURSE OFFERINGS

Employee & Organizational Development (EOD) is here to support your development, and offers a large variety of courses in various formats. We offer tools and resources to help you succeed and excel in your professional role at UCR through engaged learning and focused customer service. For more information, visit <https://hr.ucr.edu/employee-and-organizational-development> and sign up for the EOD Listserv by emailing [HRTrainingnews-subscribe@lists.ucr.edu](mailto:HRTrainingnews-subscribe@lists.ucr.edu).



## UCR Core Competency Model

**Achieving Results**  
**Building Relationships**  
**Creating the Future**

The UCR Core Competencies (ABCs) and behavioral anchors are the building blocks of our professional development and help us target our development activities. They apply to all UC employees, regardless of location, level, or role within the University. They are aligned with the mission, vision, and values of the University of California. Additionally, UC leaders and managers are expected to demonstrate the management behavioral anchors. They are development building blocks, and all courses map to the UC Core Competencies.

[Learn more about the UCR Core Competency Model on our website](#)

## Learning Formats

EOD offers courses in a variety of formats to provide diverse learning options. They include:

<b>ILT</b>	<b>Instructor-led trainings (ILT)</b> are facilitated by an instructor in a classroom setting. ILT allows learners and instructors/facilitators to interact and discuss the training material individually or in a group setting.
<b>VILT</b>	<b>Virtual instructor-led trainings (VILT)</b> are facilitated by an instructor in a virtual or simulated environment, or when instructor and learner are in separate locations. Virtual instruction environments are designed to simulate the traditional classroom or learning experience.
<b>eLearning</b>	<b>eLearning</b> courses are delivered through online resources, without a live instructor.

# Contents

Leading Others .....	3
Communication .....	5
Personal Effectiveness.....	7
Franklin Covey All Access Pass .....	10
Development Programs .....	14
Development Assessments.....	17
LinkedIn Learning .....	19

# Leading Others



## **Coaching for Results (by request)**

\$0

Consistent coaching and feedback allow you to connect with your team and increase their productivity, job satisfaction, and engagement. Discover how to empower your team members by having a coaching mindset when giving effective feedback, and using active listening techniques.

**VILT – 2 Hrs.**



## **Delegation Skills\***

\$0

Getting work done through others is a manager's job, but effectively delegating is often challenging. This course will help you delegate strategically. Learn the basics of this essential skill using exercises, tools, and worksheets.

**VILT – 3.5 Hrs.**



## **Managing in the Modern Workplace (by request)**

\$0

This course helps you identify and analyze your workplace paradigms, overcome common obstacles to hybrid teams, and increase employee engagement. You will also discuss issues such as managing remote/hybrid teams, setting expectations and coaching employees.

**ILT or VILT– 2 Hrs.**



## **Successfully Supervising Students**

\$0

The workplace offers student employees a unique opportunity, and creates some unique supervisory challenges. Learn strategies relating to scheduling, giving effective feedback, and making your department student-friendly.

**VILT – 3.5 Hrs.**



Communication



## **How to Make Feedback Work for You (by request)**

\$0

The better we listen, the better we can receive and give feedback to better our performance. In this 90-minute session you will discover how the art of listening and feedback can improve your work performance.

**VILT – 90 Min.**



## **Creating a Culture of Respect (by request)**

\$0

Creating and maintaining a healthy and respectful workplace requires everyone to work together. This course provides strategies to recognize and handle offensive, disrespectful, and inappropriate behaviors. It also explores how to improve productivity by modeling better behavior and fostering a culture of civility and mutual respect.

**ILT or VILT– 2 Hrs.**



## **How to be Proactive: Changing Your Language to Improve Collaboration (by request)**

\$0

Your language and your paradigms impact how you see the world, your behaviors, your outcomes, and how you interact with others. In this course, learn how your language can impact your creativity and collaboration, and how proactive language can help you reach new possibilities.

**ILT or VILT– 3 Hrs.**

High  
Stakes

Opposing  
Opinions

Crucial  
Conversations

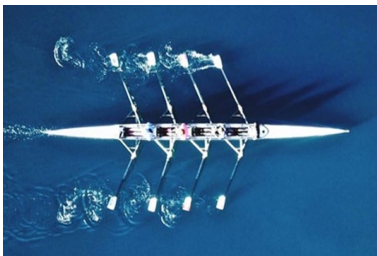
Strong  
Emotions

## **Crucial Conversations for Mastering Dialogue**

\$250

In Crucial Conversations for Mastering Dialogue, learn how to speak and be heard, and encourage others to do the same. When you apply what you learn, you'll be able to surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment.

**ILT or VILT– 12-16 hrs (depends on delivery)**



## **Team Dynamics (by request)**

\$0

Your language and your paradigms impact how you see the world, your behaviors, your outcomes, and how you interact with others. In this course, learn how your language can impact your creativity and collaboration, and how proactive language can help you reach new possibilities.

**ILT or VILT– 90 min.**

# Personal Effectiveness





### Goal Setting (by request)

\$0

Learn how to successfully link individuals' goals to an organization's strategy, ensuring that employees prioritize their work based on the goals of the business unit.

**ILT or VILT– 90 Min.**

### Organizational Change Management: The People Side of Change (by request)

\$0

The Prosci ADKAR (Awareness, Desire, Knowledge, Ability, Reinforcement) Model is a goal-oriented change management model that guides individual and organizational change. The ADKAR Model can be used to identify where and why you may be struggling, and to help evaluate change with other people.

**ILT or VILT– 2 Hrs.**



### Time Management (by request)

\$0

Do you find yourself constantly running out of time? Do you know where your time goes? We can't create more time, but we can manage our time more effectively. This course will give you tools to plan, organize, and manage your time.

**ILT or VILT– 2 Hrs.**



### Working Successfully in The Modern Workplace (by request)

\$0

With the modern workplace landscape changing, employees need to learn how to adapt to working in remote/hybrid teams. In this course, learn how to question your workplace paradigms, overcome common obstacles to hybrid teams, and increase your engagement.

**ILT or VILT– 2 Hrs.**



### Emotional Intelligence (by request)

\$0

Emotional intelligence (EI) is the ability to identify and manage one's own emotions as well as the emotions of others. This session addresses the competencies needed for high-level emotional intelligence and skills necessary for that achievement.

**ILT or VILT – 2 Hrs.**





## Psychological Safety (by request)

\$0

This course is designed to help with your understanding of psychological safety, trust, and how to cultivate engagement. Training employees and managers on psychological safety in the workplace reinforces UCR's commitment to a culture of trust, respect, and inclusion.

**ILT or VILT– 3 Hrs.**

Franklin Covey All Access Pass

# Franklin Covey All Access Pass

Franklin Covey courses are available to those who have an All Access Pass. For \$395, you can register for live instructor-led Franklin Covey courses offered by Employee & Organizational Development, and gain access to Franklin Covey's Impact platform for one year. The Impact Platform includes a competency-based 360 assessment and Franklin Covey's online learning resource library. Access is either for a calendar year (January - December) or fiscal year (July-June). Two enrollment windows are offered per year (**May – June** for access from July 1 – June 30, and **October-November** for access from January 1 – December 30); see the [UCLC](#) for enrollment deadlines.



## 6 Critical Practices for Leading a Team\*

When leaders unleash their team's potential through effective feedback and coaching, they help the organization achieve its most critical priorities. Discover how to empower your team members by holding a coaching mindset, giving effective feedback, and applying key coaching skills in a compelling framework.

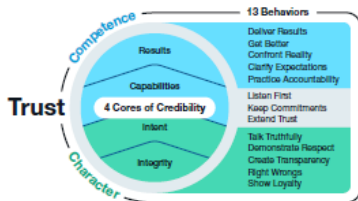
**ILT or VILT– Varies by format**



## The 4 Essential Roles of Leadership\* (supervisors only)

When leaders live the 4 Essential Roles of Leadership, they engage their team to consistently help the organization achieve its most critical priorities. Learn about the key leadership roles that help you inspire trust, create a compelling vision and strategy, align core systems to execute your most important goals, and help team members reach their potential through effective feedback and coaching.

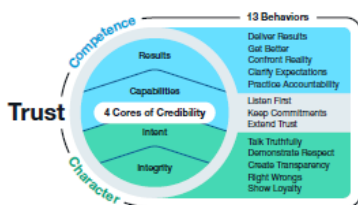
**ILT or VILT– Varies by format**



## Leading at the Speed of Trust (for Leaders)\*

This course enables leaders to develop personal credibility by learning & practicing language & behaviors that increase trust. Learn how to model these skills and engage & inspire your team members to collaborate more effectively, operate faster, and achieve sustainable results.

**ILT or VILT– Varies by format**



## Working at the Speed of Trust (for Individual Contributors)

Working at the Speed of Trust® helps you strengthen your trust signals in every relationship to convert trust taxes into trust dividends and propel yourself and your team further, faster.

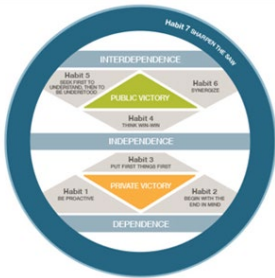
**ILT or VILT– Varies by format**



## Unconscious Bias: Understanding Bias to Unleash Potential

Unconscious biases are how our brains compensate for overload which can inhibit performance and lead to poor decision-making. Helping your leaders and team members address bias will let them thrive, increasing performance across your entire organization.

**ILT or VILT– Varies by format**



## 7 Habits of Highly Effective People\*

This course aligns timeless principles of effectiveness with modern technology and practices. The path to sustained and lasting success is possible when individuals can effectively lead themselves, influence, engage and collaborate with others, and continually improve and renew their capabilities. Productivity, relationship building, communication & problem solving are skills covered in this course.

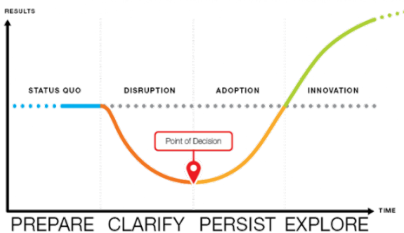
**ILT or VILT– Varies by format**



## Multipliers: How the Best Leaders Ignite Everyone's Intelligence

Identify those in your organization who bring out and ignite the intelligence in others (Multipliers) and those who rely on their own intelligence and stifle the intelligence of others (Diminishers), and what behaviors to demonstrate to be a Multiplier.

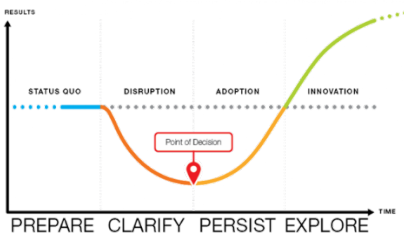
**ILT or VILT– Varies by format**



## Change: How to Turn Uncertainty into Opportunity (for Individual Contributors)

Learn about the human experience of change, and develop the skills to successfully navigate any workplace change. Learn tools to help you manage and embrace change, unleashing potential to achieve greater possibilities beyond initially targeted results.

**ILT or VILT– Varies by format**



## Change: How to Turn Uncertainty into Opportunity (for Leaders)

Leaders are in a unique position to help guide others through changes in their organization, and to help their teams get unstuck. Learn about the basics of change, and how to effectively lead others through change, while fostering engagement and commitment from your team.

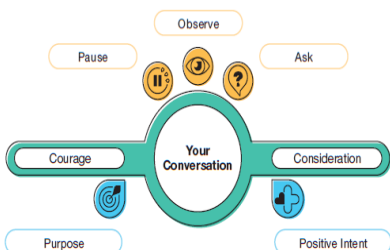
**ILT or VILT– Varies by format**



## Project Management for the Unofficial Project Manager

Project Management for the Unofficial Project Manager combines best practices from agile and waterfall project management to equip learners with the mindset, skillset, and toolset to engage and inspire team members.

**ILT or VILT– Varies by format**



## Navigating Difficult Conversations

This course takes a targeted approach to help learners manage emotional tension and conduct conversations in a way that enables all parties to stay engaged in collaborative dialogue. Learners will shift their mindset from fearing and avoiding difficult conversations to seeing them as the way to make progress on important issues.

**ILT or VILT– Varies by format**



## Inclusive Leadership: Practical Ways to Cultivate Inclusion & Build a Better Team

This course will show you that leading inclusively isn't something extra to do—it's about making the most of what you're already doing. You'll learn to connect with others to understand their unique skills and needs, to spot potential and address barriers to success, and to involve your whole team in co-creating an inclusive culture.

**ILT or VILT – Varies by format**

\*Contributes to the [UC People Management Certificate](#) Electives

\*\*\$50 Course cancellation rates will apply.

# Development Programs

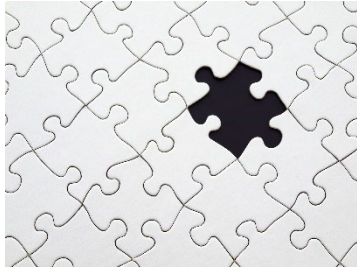


## **Building Core Supervisory Competencies (BCSC)**

\$725

The Building Core Supervisory Competencies program emphasizes participation and practice of supervisory skills, using self-assessments, engaging content, and small group exercises. The program begins with an orientation session in September. Participants then complete core courses and a variety of electives.

**VILT/ILT - 9 Months**

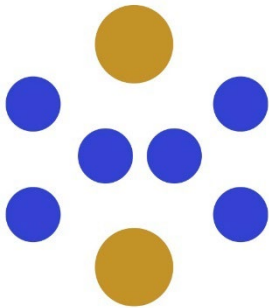


## **Aspiring Leader Program**

\$0

The Aspiring Leader Program is an online, self-paced e-Learning program that introduces participants to some of the core skills needed to begin developing leadership capabilities, and to become a successful leader. Visit the website for a full list of required courses. Enroll via the UC Learning Center, and complete at your own pace.

**eLearning – Self-paced – 5 hours**



## **Management Skill Assessment Program (MSAP)**

\$1900 (program cost under review)

MSAP is designed to assess, on an individual basis, the management skills of UC supervisors and managers. MSAP enables participants to identify managerial strengths, gain information on skills they need to improve, learn about the range of skills necessary for effective management, and receive objective, behavioral feedback from a trained assessor.

**Program currently on hiatus**



## **UC Systemwide Women’s Initiative for Professional Development**

\$1925

UC Women’s Initiative (WI) is an experiential professional development program for women designed to elevate women in leadership, establish a pipeline for advancement, and contribute women’s and UC’s success. UC WI is sponsored by the Systemwide Advisory Committee on the Status of Women (SACSW) and the UC Office of the President. It is delivered by CORO. The program was awarded the 2018 Brandon Hall Group Gold Excellence Award for Best Advance in Women’s Leadership development.

**VILT – 4.5 days + pre-work**

## **CORO Leadership Collaborative**

\$5000

The Office of the President (OP) has partnered with CORO Northern California, a nationally respected nonprofit, nonpartisan leadership development organization, to offer an experiential leadership training program designed to enhance leadership skills and foster relationships, networking, and collaboration across UC.

**Currently on hiatus**





# UC People Management Certificate

The [UC Systemwide People Management Series and Certificate](#) is a program for all **people managers and aspiring managers**. It consists of foundational and elective courses, which include local instructor-led activities and systemwide eCourses. Go to the [Library Topic in the UC Learning Center](#). Core Courses and eCourses are free. Some electives have a fee; please see course descriptions above for more information.

## Benefits of this program include:

- Building baseline management skills for current and aspiring people managers
- Increasing opportunities for promotion and future leadership positions
- Access to online courses that are learner-centric and self-paced
- Eligibility to attend the People Management Conference

## FOUNDATIONAL COURSES – COMPLETE ALL

Core Courses	UC Managing Implicit Bias Series
<ol style="list-style-type: none"> <li>1. UC Performance Management Overview</li> <li>2. UC Setting Expectations</li> <li>3. UC Giving &amp; Receiving Feedback</li> <li>4. UC Engaging &amp; Developing Employees</li> <li>5. UC Conducting Performance Appraisals</li> <li>6. UC Motivating, Recognizing &amp; Rewarding Employees</li> <li>7. UC Coaching for Performance</li> <li>8. UC Managing Corrective Action</li> <li>9. UC Hiring for Success</li> <li>10. UC Strategic On-Boarding</li> </ol>	<ol style="list-style-type: none"> <li>1. What is Implicit Bias?</li> <li>2. The Impact of Implicit Bias</li> <li>3. Managing the Influence of Implicit Bias – Awareness</li> <li>4. Common Forms of Bias</li> <li>5. Managing the Influence of Implicit Bias - Mindfulness and Conscious De-biasing</li> <li>6. Managing Implicit Bias in the Hiring Process</li> </ol>

## ELECTIVES – COMPLETE 1 IN EACH CATEGORY

Administration & Operations	Communications	Change Management	Managing People
Delegation Skills Franklin Covey's 7 Habits of Highly Effective People Help Your Employees Prioritize Their Work How to Conduct Effective Meetings Leverage Your Strengths and Avoid Derailing Behaviors	Building Collaborative Relationships Crucial Conversations Dealing with Negative Reactions to Performance Feedback Effective Team Communication Facilitating Upward Feedback Leading at the Speed of Trust UC Exercising Influence UC Responding to Conflict	Facilitating Sustainable Change Leaders at Change Leading Your Team through Change Making Change Stick Managing Motivation during Organizational Change Moving Forward with Change Planning Navigating through Changes and Conflicts in Projects	6 Critical Practices for Leading a Team 4 Essential Roles of Leadership Developing Emotional Intelligence Identifying the Root Causes of Performance Issues Positive Atmosphere: Establishing a Positive Work Environment Sharing a Vision

# Development Assessments

# Development Assessments

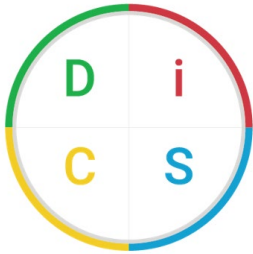
To schedule an assessment and learning session for you or your department, email EOD at [HRTrainingContacts@ucr.edu](mailto:HRTrainingContacts@ucr.edu).



## ViewSuite360® Envisia Learning™

\$200

Envisia Learning has been helping leaders, consultants, and coaches deliver real and lasting behavior change in organizations for over 30 years. Envisia's suite of 360-degree feedback assessments and online goal-setting tools merge psychology, technology, and coaching to offer a complete behavior change system.



## Everything DiSC®

\$105

Everything DiSC© is an assessment tool used to improve work productivity, teamwork, leadership, and communication. It identifies behavioral styles in various situations. It also provides a common language that can help people relate to others, adapt their behavior when interacting with others, and value and capitalize on the different preferences.

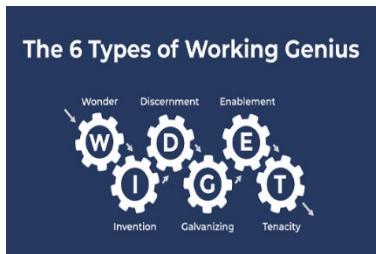
## CliftonStrengths®



## CliftonStrengths (formerly StrengthsFinder)

\$25

Learn how to use your strengths to succeed at work and live your best possible life. Your customized CliftonStrengths reports and guides will give you an "aha" moment as you experience new ways to understand what makes you so unique. Understanding your strengths unlocks your potential and leads you to greater performance.



## Working Genius

\$35

People who understand their genius show up to work happier, are more effective, and play well with others. Working Genius can help individuals and teams be more innovative, strategic, and effective. Working Genius is the fastest and simplest way to discover your gifts and transform your work.

# LinkedIn Learning

# LinkedIn Learning

Access through [RSpace](#) under Authorized Applications.

LinkedIn Learning (LiL) provides hundreds of courses that cover a wide range of topics that are high-quality, easily accessible, and available 24/7 in the eLearning format. LiL is available to all UCR employees with a valid NetID. Below are curated collections based on the UC Core Competencies, but the LiL catalog has more to offer, including personal enrichment courses. Log in today to browse their extensive catalog.

All LiL courses are free of cost.

## Achieving Results

Continuous Improvement

[Core Competencies – Continuous Improvement](#)

Continuous Learning

[Core Competencies – Continuous Learning](#)

Problem Solving

[Core Competencies – Problem Solving](#)

Service Focus

[Core Competencies – Service Focus](#)

## Building Relationships

Belonging and Community

[Core Competencies - Belonging and Community](#)

Collaboration

[Core Competencies - Collaboration](#)

Communication

[Core Competencies - Communication](#)

## Creating the Future

Change Agility

[Core Competencies – Change Agility](#)

Mission & Vision Focus

[Core Competencies – Mission and Vision Focus](#)

Stewardship

[Core Competencies - Stewardship](#)