Leadership Development & Customer Service Programs

These programs are available each semester, via open enrollment, to all employees at no cost to departments. They are a three course series, as such, if you are interested in participating, please understand that you must attend all three courses for you to fully benefit from the program. All sessions will take place at UConn Storrs, in the Student Union (SU). Visit here for map & directions. Please obtain supervisory approval prior to registering.

Visit http://hr.uconn.edu/learningatwork to login, browse the course catalog and register.

Supervisor Essentials Program (SEP)

Supervisory & Performance Management Skill Building for mid-level supervisors and managers

**Communication Track**
Develop a personal leadership style, effective communication skills, active listening capabilities and the ability to apply a coaching model to address workplace conflict.

1) Intro to Supervisor Essentials and Discovering Your Management Style (DiSC):
   - Friday, February 16, 8:30 AM - 4:00 PM, SU Room 104
2) On-the-Level Communication: Friday, March 2, 8:30 AM - 12 Noon, SU Room 104
3) Coaching Through Conflict: Wednesday, March 14, 8:30 AM - 4:00 PM, SU Room 104

**Performance Management Track**
Effectively provide feedback to improve performance, encourage continued good performance and/or take corrective action when performance does not improve and develop the capability to manage change. Prerequisite: Completion of SEP-Communication Track.

1) Goal Setting and Gaining Commitment:
   - Friday, June 1, 8:30 AM - 12:00 Noon, SU Room 104
2) Delivering Feedback and Conducting Difficult Conversations:
   - Friday, June 8, 8:30 AM - 4:00 PM, SU Room 104
3) Developing Your Staff: Friday, June 15, 8:30 AM - 12:00 Noon, SU Room 104

Interaction & Leadership Program (ILP)
Developing Workplace Communication & Conflict Resolution Skills for all employees

ILP focuses on improving interaction skills and building relationships with peers and customers to enable employee success at work. ILP is designed for all UConn Employees (both faculty and staff). It is especially valuable for employees who may be experiencing some level of interpersonal conflict.

1) DiSC Workplace-Discovering Your Work Style:
   - Thursday, March 1, 8:30 AM - 12 Noon, SU Room 104
2) Communicating with Impact: Thursday, March 8, 8:30 AM to 12:00 Noon, SU Room 104
3) Navigating Beyond Conflict: Thursday, March 29 8:30 AM to 4:00 PM, SU Room 104

Platinum Husky Customer Service Program (PHS)
Establishing a Professional "Culture of Service" Across Campus for all employees

The Platinum Husky Service (PHS) program is designed with the premise that UConn is made up of a community of caring and competent employees that have the ability and the willingness to develop a "culture of service" in their work area, while going about the business of providing service, information and resources to students, faculty, and staff. It provides opportunities to learn and practice job specific customer service activities in a facilitated classroom environment.

1) Exceeding Expectations: Monday, April 16, 9:00 AM- 12:00 Noon, SU Room 104
2) The Turnaround Experience: Monday, April 23, 9AM- 12:00 Noon, SU Room 104
3) The Internal Customer: Monday, April 30, 9:00 AM- 12:00 Noon, SU Room 104