

Beaumont University

2016

Course Catalog

Course Registration, Withdrawal and “No Show” Policy

How to Enroll

Instructions on how to self-enroll in classes can be found [here](#) on the Beaumont University website. Each employee should discuss class dates/times with their supervisor/manager before enrolling in a course.

Class Withdrawal Policy

In order to be courteous and respectful to other employees and the instructor, withdrawals should be made at least four (4) days prior to the class start date. Many courses have waiting lists and this allows time to offer another employee the option to attend. ***Withdrawals with less than one (1) day notice may be considered a “No Show.”***

No Show Policy

Failure to show up for a class will result in an “Incomplete” being recorded on the employee’s transcript and notification will be sent to the employee’s supervisor/manager. Cancellations with less than one (1) day notice may be considered a “No Show.”

Employees with three (3) “No Shows” in any one-year period will not be allowed to attend Beaumont University courses without written approval from their supervisor and permission from the instructor.

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There is no cost for Beaumont employees to attend Beaumont University courses

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Leadership Development Courses

7 Habits of Highly Effective People

Every day, we face challenges that try to derail our effectiveness – common distractions, conflicting priorities, unclear objectives and poor communication, among others. This 3-session course applies timeless principles that yield greater productivity, improved communication, strengthened relationships, increased influence and laser-like focus on critical priorities. LDR2025 19.5 hours

You'll learn how to:

- Take initiative to become more effective
- Balance key priorities
- Improve interpersonal communication
- Apply principles for achieving a balanced life

You must attend all three sessions to receive credit for the class

Becoming a More Effective Leader: Understanding Your Management Style

All leaders have their own individual style that impacts the way they manage time, make decisions, solve problems, and work with and develop others. Effective leaders understand their style and how it impacts and influences people who have other styles.

LDR2036 8 hours

You'll learn how to:

- Understand your own management style and its effect on others
- Recognize others' styles and their preferences for interaction
- More effectively guide and develop those who report to you
- Overcome challenges when working with people who have different styles

This course is most effective for employees who have at least one year of management experience. It requires participants to take a 20 minute, online, pre-class assessment which will provide leaders with a comprehensive, individual, management style report.

Crucial Conversations

Crucial conversations are those difficult discussions that matter most – the ones that significantly affect relationships and results. These conversations are often filled with strong emotions and varied opinions. This 2-day class focuses on dealing with the fears and common problems associated with difficult discussions. LDR2019 16 hours

You'll learn how to:

- Understand the consequences of avoiding crucial conversations
- Identify skills to minimize defensiveness
- Practice holding effective crucial conversations
- Discuss what must be done after a crucial conversation to ensure action and results

You must attend both sessions to receive credit for the class

Emotional Intelligence: Key to Effective Leadership

One of the key qualities of effective leaders is Emotional Intelligence (EQ). It is often considered more important than IQ in determining leadership success. This 3-hour session focuses on understanding and exploring participants' levels of Emotional Intelligence in the workplace. LDR2021 3 hours

You'll learn how to:

- Identify the five categories of Emotional Intelligence
- Recognize the impact Emotional Intelligence has on leadership
- Determine individual strengths and areas of development
- Create an action plan to increase Emotional Intelligence

Employee Relations Skills

Being an effective and consistent leader starts with understanding the structure and policies in place governing acceptable employee behavior. This full-day session reviews key managerial and administrative procedures and processes. LDR2002 7 hours

You'll learn how to:

- Differentiate the steps of performance management – coaching and mentoring, counseling, Level I, Level II and termination
- Understand reliability expectations and suitability to work standards
- Respond to grievances
- Utilize performance appraisals to guide employee development

Generations in the Workplace

In healthcare we can potentially interact with up to five different generations in the workplace, impacting our effectiveness with both staff and customers.

LDR2032 3 Hours

You'll learn how to:

- Gain a better understanding of the unique strengths and differences of each generation
- Learn strategies to combat the potential conflicts between the generations
- Improve communication across the generations

Influencer

Effective leaders are influential in creating sustainable positive changes within themselves, teams and the organization. This 2-day class will give you powerful and useful techniques for driving change and resolving tough issues at work and beyond. **LDR2034 16 hours**

You'll learn how to:

- Diagnose the many causes behind a problem and create powerful strategies for moving things forward
- Identify the behaviors that, if changed, will lead to desired results
- Rely less on formal authority and more on ways to motivate and enable others to alter their behavior
- Use the powerful Influencer Model to develop and apply a robust influence strategy to anything from small-to-large scale transformations

You must attend both sessions to receive credit for the class.

Leadership Essentials

Leadership Essentials focuses on the philosophy, principles and practices of being a Beaumont leader. This interactive 1-day course is applicable for recently promoted or hired Beaumont leaders, those aspiring to a leadership role, as well as experienced leaders desiring a refresher session. LDR-ORI 8 hours

You'll learn how to:

- Display the Beaumont leadership competencies
- Create an engaging environment
- Enhance your communication skills
- Make informed hiring decisions
- Utilize various technical systems

Managing Toxic and Disruptive Behaviors

Toxic behaviors not only make the workplace miserable, but left unaddressed they can be downright destructive and dangerous. This 3-hour workshop will help leaders deal more effectively with disruptive behavior. LDR1024 3 hours

You'll learn how to:

- Recognize and identify toxic and disruptive behaviors
- Explain the impact of these behaviors in the workplace in individuals, groups and the organization
- Explore 4 dynamics in disruptive situations, and techniques for effective responses to each dynamic
- Identify strategies to minimize the effects of being a "toxic handler"

Overcoming The Five Dysfunctions of a Team for Leaders

Without a strong and high functioning team, leaders have a slim chance of being effective and successful. Based on the best-selling leadership book by Patrick Lencioni, this one-day session focuses on how leaders can improve the cohesion and functioning of their teams by applying The Five Dysfunctions Model. LDR2035 8 hours

You'll learn how to:

- Understand what's needed to build a cohesive team
- Gain a basic understanding to the degree in which your team meets these expectations
- Identify steps to improve your team's functioning
- Develop an action plan to improve your team's functioning

The Attitude Angle

Few things have a greater impact on our daily lives than attitude. Our attitudes and those of others can create a positive or negative environment and affect life, job and patient satisfaction. This 3-hour workshop will explore the factors that determine attitude and what you can do to influence more positive experiences. LDR2027 3 hours

You'll learn how to:

- Determine the attributes that influence attitude
- Harness the power of choice
- Understand the pitfalls of perception
- Identify behaviors that result in positive teams

Employee Development/Service Excellence

Adding Style to Service Excellence

Everyone – patients, co-workers, family members – has their own unique style. These differences can make for challenging situations when others' styles differ from our own. This 2½ hour class will guide you through the process of recognizing various behavior styles and show you the importance of flexing your approach to achieve service excellence.

EED2025 2.5 hours

You'll learn how to:

- Understand the strengths of your personal style
- Recognize how your behavior impacts interactions with others
- Understand how your style is perceived by others
- Identify what you can do to improve interactions by adapting your style to others

Being Part of a Team

Each person plays an important role in a successful department and organization. Collaboration is critical to achieving goals and creating an engaging workplace. This 2½ hour workshop will show you how to be a valuable team member and work effectively with others. EED2000 2.5 hours

You'll learn how to:

- Describe the characteristics of winning teams
- Identify the characteristics of dysfunctional teams
- Discuss the four processes of team development and growth
- Identify the key elements in evaluating a team's effectiveness

Defusing Anger

Discussions can quickly get out of control when anger enters the conversation. Once emotions take over, it's challenging to get the conversation back on track. This 2-hour workshop provides techniques to keep discussions under control and productive when things start to get tense. EED2043 2 hours

You'll learn how to:

- Identify the warning signs that a conversation is escalating toward anger
- Deal with the situation calmly and with control
- Manage your own emotions
- Respond effectively to the concerns of the upset or angry person

Leave Them Feeling Good: The Basics of Customer Service

Customer service in healthcare is at the core of what we do. Each day, we encounter numerous "customers" – patients, families, co-workers, etc. This 2½ hour workshop will focus on the development of customer service skills across a variety of situations. EED2017 2.5 hours

You'll learn how to:

- Make a positive first impression
- Recognize the impact of attitudes in the workplace
- Effectively contend with challenging behaviors
- Utilize techniques to defuse tense situations

Yes, And ... Using Improv to Improve

Making the most of what's currently available, whether it's resources or talent, is a defining trait for work success. This 2-hour session explores the use of improvisation to creating a thriving team environment. EED2025 2 hours

You'll learn how to:

- Understand the "yes, and" concept
- Explore how improv can create strong teams
- Recognize the value of thinking "inside" the box
- Handle changing circumstances more effectively