Leadership and Employee Professional Development Course Catalog

Learning Together
Welcome.

At RWJBarnabas Health, staff development is core to our culture and guiding principles beginning with how we strive to lead throughout our healthcare system to the way we interact directly with our patients and with one other as team members.

RWJBH prioritizes staff development to our standards of patient care. As we continue to evolve our Leadership and Employee Professional Development offerings, we are pleased to announce our 2021 course catalog. You will find topics relevant to leadership development (for current and aspiring leaders), professional development (for all staff members) and the resources available organization-wide.

We invite you to explore our course catalog in further detail and encourage you to speak with your respective Manager and/or Human Resources Representative about which developmental opportunities(s) align best to your development needs and career objectives.

We are invested in your development and wish you all the best.

Leadership Development
Learning opportunities designed to cultivate progressive leadership skills to prepare for the needs of each leadership level throughout: New and Aspiring Supervisor/Manager, Experienced Manager, Accelerating and Current Leaders.

Employee Professional Development
Courses and learning experiences focused on developing professional skills crucial to engaging in and leading-self interactions and effectiveness within a team and throughout patient-care.

Development Resources
Toolkits designed to provide professional and leadership development resources at your fingertips to support career development.

Look out for the enrollment icon or QR code to register for courses
Look out for the calendar icon for more information on upcoming course dates
Leadership Development

Building Resilience in Others
Development: Leadership

This 90-minute virtual session will help you to become a role model for resilience and equip you with some immediately applicable techniques for helping the people in your team to build their own levels of resilience. This includes: guided reflection and coaching exercises that you can use with individuals, and how to develop a sense of purpose and a feeling of psychological safety for the team as a whole.

Participants will:
- Guide others to reflect positively on adverse experiences
- Develop a sense of purpose for your team
- Foster psychological safety within your team
- Use coaching questions to guide people through a challenging situation

Audience: All leaders
Pre-requisite: None
Dates offered:
- Thursday, September 30th, 2021

Enhancing Respect in the Workplace
Development: Leadership

This four-part educational series (four, 45 minute sessions) addresses the connection between workplace respect, the impact on each of us as individuals, others, and the organization. It focuses on the necessary elements to embrace, empower and employ respectful workplace behaviors.

Participants will:
- Help create an environment where respect is a high priority in the workplace
- Recognize the benefits of a respectful workplace
- Support our organization in enhancing and promoting respectful workplace habits

Audience: All leaders
Pre-requisite: None
Dates offered:
- Tuesday, September 7th, 2021
- Tuesday, September 14th, 2021
- Tuesday, October 26th, 2021

Inclusive Leadership
Development: Leadership

This 90-minute virtual session will help you develop the skills and behaviors an Inclusive Leader needs. During the session, participants will identify what Inclusive Leadership is, its importance and making the case for inclusivity. This course will equip you with immediate, leadership techniques to foster an inclusive environment, one that promotes trust and empowerment.

Participants will:
- Embrace diversity and inclusion in your role, in practical ways
- Identify the blockers to diversity and inclusion and learn how to overcome them
- Explain the business and moral case for having a more inclusive culture
- Recognize specific factors that influence how we treat others

Audience: All leaders
Pre-requisite: N/A
Dates offered:
- Tuesday, September 14th, 2021
- Tuesday, October 26th, 2021

Sign up is easy!
Just look for the enrollment icon and click for more information
Leading in Uncertain Times
Development: Leadership

This 90-minute virtual session will provide you with some essential strategies for leading your teams through times of insecurity and ambiguity. You will learn how our brains react to uncertainty and how this manifests itself in individual behavior. You will then define how to move yourself and your teams through the necessary emotional changes - using your emotional intelligence and impactful communication - in order for them to accept the uncertainty and maintain high performance.

Participants will:
• Recognize uncertainty in the workplace
• Develop emotional resilience in times of uncertainty
• Define how to communicate effectively with your team
• Create an action plan to implement immediately in order to support you and your team

LEAP (Leadership Enrichment and Agility Practice Series)
Development: Leadership

This is a six-part leadership series for newly promoted leaders, newly hired leaders, and any leaders who have not attended LEAP in the past. Each interactive, 60-minute session provides an introduction and overview of one of the following topics: Management vs. Leadership, Leader Competencies and SAFETY Values, Mindful Leadership, Situational Leadership, Servant Leadership, and Coaching Skills for Leaders.

Participants will:
• Attend all six courses to receive completion credit.
• Establish a leadership development plan specific to the content in the course.
• Integrate new practices into real life current situations between sessions.
• Begin each session with a debrief of integration experiences

Rutgers Certified Healthcare Manager
Development: Leadership

Program Summary
The Rutgers School of Management and Labor Relations – Center for HR and Leadership Development and the Rutgers School of Health Professions are offering a credential for health care managers called The Certified Health Care Manager (CHM). The credential addresses competencies that will enable health care managers to maximize the value they add to their respective organizations.

The program consists of 30 modules and is delivered in three sections: The Health Care Landscape; Leadership and Relationship Management; and Business Acumen. Participants who complete the entire program will receive a trademarked and nationally recognized Certified Health Care Manager (CHM) designation and have the opportunity to earn nine academic credit hours toward the master’s degree in Health Care Management offered through the Rutgers School of Health Professions.

High Reliability Leadership Methods (HRLM)
New Managers and Above 2021
Development: Leadership

These workshop sessions will review what it takes to be a high reliability leader in support of our Safety Together journey to zero harm. We will focus on committing to safety as a core value, local learning and building and reinforcing accountability. It is a discussion based program where leaders share experiences and questions, learning from each other as well as from the Vice President of High Reliability, Emily Halu.

Managing Virtual Teams
Development: Leadership

In this session you will explore the various challenges associated with working with and leading virtual teams, which are becoming more and more commonplace in the modern working environment. You will cover strategies for fostering team unity, communicating effectively, and motivating your virtual team. You will also consider the role of technology and how to select the right medium of communication for the message. You will learn how to lead, motivate, and use technology when working in the modern work environment.

Participants will be able to:
• Define the features, benefits and challenges of a virtual team
• Describe strategies for fostering unity in a virtual team
• Evaluate tools for communicating with a virtual team
• Define best practice for leading a virtual team meeting
• Plan how to motivate virtual team members

360 Talent Developer
Development: Leadership

Leaders will receive feedback from their direct reports, peers, and supervising leaders to obtain a full/360 view of their strengths and development opportunities. The results of this survey process are then used to create an individual development plan that is introduced and discussed in a 1:1 coaching session.

Participants will:
• Participate in the 360 process – a survey of 105 questions with 21 focus leadership topics
• Receive feedback specific to their performance and development needs from peers, their team and their supervisor
• Receive a detailed report based on the input received
• Participate in a 60 minutes leadership development coaching session
• Receive a recommended development plan based on input and coaching

Audience: All leaders
Pre-requisite: Completion of pre-work
Dates offered beginning:
Tuesday, November 2nd, 2021
Thursday, November 4th, 2021

Expectations:
• 3:1 Feedback
• Fair and Just Culture
• Rounding to Influence
• Safety Coaches

Contact Eileen Nash Tel: 848 445 9419; Cell: 732-375-6980 or email eash@sumr.rutgers.edu with questions and to register.

Audit relevant.

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Employee Professional Development

Building Personal Resilience
Development: Professional

This session addresses the connection between resilience and our ability to work positively. It explores the physical, emotional and mental aspects of sustaining optimum levels of energy and pressure, to help you to remain focused and deliver high performance.

Participants will:
• Explain what resilience is
• Manage and increase your personal energy levels
• Use tools to help manage your emotional state, stay positive and motivated
• Live according to your values

Audience: All employees
Pre-requisite: None
Dates offered:
Tuesday, October 12th, 2021

Communicating Effectively
Development: Professional

This highly interactive 90-minute virtual session introduces you to the core skills that underpin effective communication: skilled questioning, focused listening and congruent non-verbal signalling. You will learn and practice using all these skills to achieve greater success and openness in your workplace relationships, which will improve your overall confidence in communicating effectively.

Participants will:
• Identify the factors that help and hinder workplace communication
• Use effective questioning techniques to acquire information and build relationships
• Pick up on hidden messages through nonverbal cues
• Actively listen for feelings and behaviors as well as meaning

Crucial Conversations
Development: Professional

This session, is an introduction and educational event based on the practices and insights from the book Crucial Conversations by Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler. Led by a certified Crucial Conversations facilitator, this is a highly engaging and interactive learning opportunity.

Participants will:
• Resolve disagreements through accurately addressing concerns by talking respectfully, candidly, and skillfully with someone in a safe way
• Build acceptance rather than resistance through giving and receiving feedback in a way that enhances relationships and improves results

Audience: All employees
Pre-requisite: None
Dates offered:
Wednesday, August 25th, 2021
Thursday, September 9th, 2021
Thursday, September 16th, 2021

Emotional Intelligence
Development: Professional

This virtual session will help you to really understand what emotional intelligence (EQ) is and why it is such an important skill in the workplace. You will explore the four pillars of EQ and some of the key skills that support them, including recognizing and managing your own emotions, changing your instinctive response to an event, demonstrating empathy and building rapport with others.

Participants will:
• State the benefits of high emotional intelligence to individuals and organizations
• Explain the impact of emotions on self, others and workplace performance
• Apply techniques to positively manage emotional responses
• Use verbal and non-verbal communication skills to demonstrate empathy
• Describe how increasing emotional intelligence can build stronger relationships

Audience: All employees
Pre-requisite: None
Dates offered:
Tuesday, October 19th, 2021
Tuesday, October 19th, 2021

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Audience: All employees
Pre-requisite: None
Dates offered:
Tuesday, October 19th, 2021
Tuesday, October 19th, 2021
**Time Management**

**Development:** Professional

This virtual learning session will cover a method of plotting tasks onto a grid in relation to their urgency and importance so that they can be managed more effectively. The session will also help participants identify what their own preferences are when it comes to time and task management as well.

**Participants will:**
- Learn what's important and what to expect when interviewing
- Know what and how to prepare for an interview
- Recognize competency-based questioning and practice with their peers
- Discuss tips for making a great impression
- Consider how to follow-up after an interview

**Microsoft Office Essentials**

**Development:** Professional

The eTraining Library resources are available to anyone seeking to enhance their skills on Microsoft applications. There are hundreds of available lessons to choose from to best fit your specific needs in Word, Excel, Powerpoint, Outlook, Office 365, Access, Publisher, Visio and Windows.

**Participants will:**
- Explore on-line courses that can be completed at learners’ own pace and specific to individual’s learning needs
- Apply knowledge and learning from completed courses to enhance application proficiencies

**Resume Writing:**

**How to Write a Great Resume**

**Development:** Professional

This virtual session is for anyone that would like to learn more about creating a great resume from scratch.

**Participants will:**
- Decide what to include and not include in a resume
- Learn best practices in resume writing, selling themselves and their accomplishments
- Make their resume stand out from the crowd
- Create a draft structure for their own resume

**Interviewing Skills:**

**How to Put your Best Foot Forward**

**Development:** Professional

This virtual session is for anyone that would like to increase their interviewing skills and gain confidence in their interviewing performance.

**Participants will:**
- Learn what’s important and what to expect when interviewing
- Know what and how to prepare for an interview
- Recognize competency-based questioning and practice with their peers
- Discuss tips for making a great impression
- Consider how to follow-up after an interview

**Focusing on What Matters**

**Development:** Professional

The focus of this 90-minute virtual session is to practice prioritization. You will be asked to bring along a time log from a given day, and will use this to distinguish between the relative urgency and importance of your tasks, plotting them into a prioritization matrix. You will leave with a prioritized plan of activities for the next working day.

**Participants will:**
- Prioritize daily tasks in a structured and methodical way to improve effectiveness and efficiency

**Microsoft Office Essentials**

**Development:** Professional

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**Participants will:**
- Explore on-line courses that can be completed at learners’ own pace and specific to individual’s learning needs
- Apply knowledge and learning from completed courses to enhance application proficiencies

**Audience:** All employees

**Pre-requisite:** None

**Dates offered:**
- Tuesday, August 24th, 2021
- Tuesday, September 28th, 2021
- Thursday, October 21st, 2021

**Click here to access RWJBH eTraining Library**

**Audience:** All active employees

**Pre-requisite:** None

**Dates offered:**
- Tuesday, October 5th, 2021

**Microsoft Office Essentials**

**Development:** Professional

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- Apply knowledge and learning from completed courses to enhance application proficiencies

**Audience:** All employees

**Pre-requisite:** None

**Dates offered:**
- Tuesday, August 31st, 2021
- Thursday, September 23rd, 2021
- Thursday, October 21st, 2021

**Microsoft Office Essentials**

**Development:** Professional

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- Explore on-line courses that can be completed at learners’ own pace and specific to individual’s learning needs
- Apply knowledge and learning from completed courses to enhance application proficiencies

**Audience:** All active employees

**Pre-requisite:** None

**Dates offered:**
- Tuesday, August 24th, 2021
- Tuesday, September 28th, 2021
- Thursday, October 28th, 2021

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- Explore on-line courses that can be completed at learners’ own pace and specific to individual’s learning needs
- Apply knowledge and learning from completed courses to enhance application proficiencies

**Audience:** All active employees

**Pre-requisite:** None

**Dates offered:**
- Tuesday, October 14th, 2021

**Microsoft Office Essentials**

**Development:** Professional

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**Participants will:**
- Explore on-line courses that can be completed at learners’ own pace and specific to individual’s learning needs
- Apply knowledge and learning from completed courses to enhance application proficiencies

**Audience:** All active employees

**Pre-requisite:** None

**Dates offered:**
- Tuesday, October 14th, 2021
**Development Resources**

- Link to toolkits, digital assets and fluidbook

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**D Free**

**Financial Management Skills**

Development Resources

RWJBarnabas Health has launched a new program for employees with our partner dfree® to give them free access to an online academy to improve their financial stability and work toward freedom from debt. Through the academy employees will learn how to manage their finances, invest money and plan for retirement.

The academy is a 12-module self-paced online course designed for participants to increase:

- Awareness of financial goals
- Use of savings, budgeting and insuring of assets
- Investments and wealth-building activities
- Overall financial knowledge

Participation is confidential and requires an up-to-date browser and operating system on your computer, as well as an Udemy account. Udemy is the host platform to access the academy; if you do not already have an account you can create one via the registration link.

**Click here to register and access the academy**

Use password: dfree4RWJBH

For more information visit The Bridge. For assistance with taking the course, contact info@mydfree.org

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**Leading through Changing Times**

**A Leader’s Toolkit**

Development Resources

The Leader’s toolkit has been developed to help inspire and lead your teams through changing times.

Participants will:

- Explore content and become familiar with available resources
- Learn tips to maintain both physical and mental wellbeing for you and your teams
- Identify available resources that you can put to immediate use

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**The Calm Collection**

Development Resources

RWJBarnabas One Source Employee Assistance Program has launched a series of brief, recorded videos called, “The Calm Collection” available to you and members of your family. In roughly two minutes, the EAP vows to help you and your family feel better.

**Click here to access the academy**

Audience: All employees
Pre-requisite: None

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**Working in Changing Times**

**Resources for Employees**

Development Resources

“Working in Changing Times” is a toolkit filled with employee resources designed to help deal with uncertainties, challenges, changes, and potential stress and anxiety employees may experience when responding and adapting as an organization, a system, and society to changing demands and realities.

Participants will:

- Explore content and become familiar with available resources
- Learn tips to maintain both physical and mental wellbeing
- Develop skills for effectively communicating and working through pandemic and changing times
- Identify available resources that you can put to immediate use

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**Audience:** All employees
**Pre-requisite:** None
Thank you.

If you have suggestions for future courses or an interest in facilitating a course please email Denise.Panatieri@rwjbh.org.