

Customized Programs

HRD will also come to your department or unit and partner with you to create a customized program to meet your needs. In addition to the leadership and general class topics noted elsewhere on this site, HRD can facilitate interactive workshops such as:

Topic	Brief Description
Coaching Clinic	This clinic, <i>Strategic Corporate Coaching Skills for Managers, Leaders, and Coaches</i> , allows the participant to identify their personal coaching style, identify and practice coaching skills within the Coaching Model, and create a personal action plan.
DISC Behavior Instrument	Explore the four behavioral styles (<i>Dominance, Influence, Steadiness and Compliance</i>) and how they impact leading and/or working with a team.
High Performance Teams	Discover the five components of a high performance team (<i>Expectations, Purpose, Goals, Operating Instructions, and Commitment</i>) by answering a series of questions as a team.
Meeting Management	Learn the time-saving tools, techniques and roles needed to run an efficient team or project meeting.
Personality Styles	Discover how the sixteen Myers-Briggs personality styles (<i>derived from Extrovert, Introvert, Sensor and Intuitive</i>) work together to create a well-functioning work team.
Project Management	Learn the four phases of project management (<i>Defining Objectives, Planning the Work, Delegation and Evaluation</i>) that can be followed for all projects.
Resolving Difficult Customer Situations	Explore why a person might be your difficult customer and learn how to better work with that person to achieve a win-win outcome.
Time Management	Learn personal time management skills and tools to better plan the day, a week or a month.

In addition to the above programs, HRD also partners with the Office of the Associate Vice President for Patient Care, Quality and Safety, co-facilitating the [TeamSTEPPS](#) (Team Strategies and Tools to Enhance Performance and Patient Safety) program and the [Lean Six Sigma](#) initiative.