



JOHNS HOPKINS
M E D I C I N E

**Johns Hopkins Health System
Organization Development and Training**



**January - June 2012
Learning Opportunities Catalog**

Build. Create. Inspire.



JOHNS HOPKINS M E D I C I N E

Dear Colleague:

Welcome to The Johns Hopkins Health System's newest Organization Development and Training Catalog for January to June of 2012. The Organization Development and Training department will be providing programs and courses to help you move to the next level of providing Service Excellence for internal and external clients throughout The Johns Hopkins Medical Institution.

The commitment of the Organization Development and Training department is to provide you with the tools to help you achieve the goals of your department and workgroup and contribute to the success of JHM.

Sincerely,

The Office of Organization Development & Training:

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TABLE OF CONTENTS

Topics	Page
HOPKINS INTERACTIVE LEARNING MANAGEMENT SYSTEM	
Self-enrollment instructions	1
SECTION 1: LEADERSHIP DEVELOPMENT	
Change Management for Leadership	2
Managing Service Excellence	3
Performance Management Series (Effective Goal & Expectation Setting, Effective Coaching & Feedback, Conducting the Appraisal)	4
SECTION 2: PROFESSIONAL DEVELOPMENT	
Career Development Workshop (Resume Building, Interviewing Skills, Strong Interest Assessment)	5- 6
Crucial Conversations: Tools for talking when the stakes are high	7
Dealing with Difficult Customers	8- 9
DiSC/Improving Communications	10
Generations	11
Interpersonal Communication in Healthcare	11
Meyers Brigg Type Indicator	12
Presentation Skills Part I & II	13
Procrastination NEW!	13
Resiliency NEW!	14
Situational Leadership for JHH employees	14
Time Management	15
Working with you is Killing me	16
SECTION 3: COHORT CLASS INFORMATION	
Lead Cohort	17
Manager Cohort	18- 19
Supervisor Cohort	20- 21
SECTION 4: SKILLS ENHANCEMENT PROGRAM	
Skills Enhancement Program Information	22- 23
2012 ADDITIONAL TRAINING OPPORTUNITIES	
Baltimore City Community College	24
Faculty and Staff Assistance Program	25- 28
Lincoln Financial Group	29
	30
	31
	32- 33



HOPKINS INTERACTIVE
LEARNING MANAGEMENT SYSTEM

The Office of Organization Development and Training





Self-Enrollment Instructions



JOHNS HOPKINS
M E D I C I N E

JHHS ORGANIZATION DEVELOPMENT & TRAINING

COURSE ENROLLMENT INSTRUCTIONS

Step	Action
1	Print these instructions.
2	Go to the following website, www.hopkinsinteractive.org
3	Click on the My Learning tab.
4	Click on the  button.
5	Use your JHED ID and password to sign in. The system will ask you to confirm your email address at your initial sign in.
6	Click  from the left navigation bar.
7	Select the  Tab from the top navigation bar.
8	Training Seminars can be found under the categories Leadership Development and Professional Development. Click on either one to view the training seminars.
9	To see detailed information about a course, click on the course title.
10	All scheduled classes will be listed, including the date, location and time of the class. Click on the radio button next to the class that you're interested in attending, followed by 
11	Follow the instructions to complete the registration process. You'll immediately receive an email that confirms your registration.
<p>Thank you for enrolling. Please attend class on the date and time that you selected.</p>	



SECTION 1: LEADERSHIP DEVELOPMENT COURSES

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Learning Opportunities Catalog
January – June 2012

****The following classes are for employees at a Supervisor or Manager Level****

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Learning Opportunities Catalog
January – June 2012

Change Management for Leadership

Description:

For today's leader, change is not only inevitable, it is constant. Develop a sure-fire strategy to not only deal with change but to excel in moving your employees through it. Discover the best practices in managing change and the leadership principles necessary to implement and succeed in the time of change

Objectives of the Course:

- ✓ Understand the best practices for managing change.
- ✓ Walk away with the knowledge of the leadership principles that are critical in managing change.
- ✓ Reduce the anxiety employees experience when dealing with change.
- ✓ Learn the answers to the 10 most frequently asked questions by employees regarding the change process.

Scheduled For: **March 27th @ 9am-12pm**

Managing Service Excellence

Description:

Managers and Supervisors are responsible for creating an environment of Service Excellence in their department or unit. In this re-designed class, learn how to create the environment and maintain the momentum.

Objectives of the Course:

- ✓ Define organizational culture and a culture of Service Excellence.
- ✓ Provide a consistent message regarding Service Excellence.
- ✓ Identify challenges to managing Service Excellence.
- ✓ Explore the concept of employees as customers.
- ✓ Provide a framework and identify tools/resources for managing Service Excellence.
- ✓ Develop an action plan for next steps.

Scheduled For: **June 12th @ 9am-12pm**

The Office of Organization Development and Training

Learning Opportunities Catalog

January – June 2012

Performance Management Part 1: Effective Goal and Expectation Setting

Description:

Do your employees have goals and know what is expected of them? How well do you manage the performance of your employees? The effectiveness of your unit or department depends on effective performance management. The performance management process is comprised of three parts: setting goals & expectations, providing coaching & feedback, and conducting the appraisal. Attend one or attend all three.

Objectives of the course:

- ✓ Learn to break down your unit's goals into department and individual goals
- ✓ Understand the reason for writing S.M.A.R.T goals.
- ✓ Understand what S.M.A.R.T goals are.
- ✓ Begin writing S.M.A.R.T goals.

Scheduled For: **January 26th @ 9am-12pm**

Performance Management Part 2: Effective Coaching & Feedback

Description:

Do you regularly provide coaching and feedback to your staff? Do they know where they stand regarding their performance at any given time? Have you ever had an employee whose work efforts (or lack thereof) have just exasperated you? Or someone who tries but never seems to hit the mark? Most people felt this way until "Painless Performance Improvement" came along. This workshop will provide you with the skills to change people's behavior before they get to the disciplinary stage. This is the second step of the Performance Management process.

Objectives of the course:

- ✓ Identify common reasons for poor performance.
- ✓ Evaluate your own emotional hot buttons.
- ✓ Define and practice the six-step painless performance improvement process for giving coaching and feedback.
- ✓ Recognize and avoid sidetracks during performance improvement discussions.

Scheduled For: **March 21st @ 9am-12pm**

The Office of Organization Development and Training

Learning Opportunities Catalog

January – June 2012

Performance Management Part 3: Conducting the Appraisal

Description:

Are you apprehensive when it comes time to conducting a performance review? Are you unsure about how to do the ratings? This final step in the Performance Management process should be the easiest...given that you have effectively set expectations and consistently provided feedback. This class will teach you strategies for preparing and conducting the performance review.

Objectives of the course:

- ✓ Learn the process of preparing for and conducting the performance appraisal.
- ✓ Understand the different bias that can occur in the preparation process.
- ✓ Work through an actual performance appraisal.

Scheduled For: **May 15th @ 9am-12pm**



SECTION 2: PROFESSIONAL DEVELOPMENT

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Learning Opportunities Catalog
January – June 2012

The Office of Organization Development and Training
Learning Opportunities Catalog
January – June 2012

Career Development Workshops

The essence of career planning is finding a match between who you are and an environment that suits you. The first step is to know who you are, what you need and want, what your interests and talents are. Career planning is not a one-time event but a dynamic on-going process of career development as you learn and respond to change, within yourself and in the organization. OD&T will be offering three workshops to help with your career development. The workshops can be taken separately; however, the impact will be stronger if you register for all three.

CDW: Resume Writing Workshop

Description:

This workshop will teach you the fundamentals of writing an eye-catching, results-oriented resume. Following the steps in the workshop will result in a well designed and effective resumes so you will have extensive knowledge about the product you are marketing, YOU!

Objectives of the course:

- ✓ Create an effective resume or improve the one you already have.
- ✓ Transform your resumes into a powerful tool that will get you interviews.

Scheduled For: **February 9th @9am-12pm**

CDW: Interviewing Skills Workshop

Description:

Sure, you can scout the company website and brush up on the basic questions, but what interview skills will make you stand out? What better way to find out then to attend this informative, interactive and confidence-building workshop.

Objectives of the course:

- ✓ What do you have to do to be prepared before, during and after an interview
- ✓ How to anticipate and conquer common interview challenges
- ✓ Suggested answers for difficult interview questions

Scheduled For: **April 24th @ 9am-12pm**

The Office of Organization Development and Training

Learning Opportunities Catalog

January – June 2012

CDW: Strong Interest Inventory Assessment

Description:

Are you unsure of which career direction to go? Or are you wondering what in the world is out there for you as a career? Or do you have a few ideas in mind but aren't sure which to focus on? The Strong Interest Inventory Assessment can help you gain a better understanding of your options.

Self assessment is the first step of the career planning process. It is the process of gathering information about yourself in order to make an informed career decision.

Objectives of the course:

- ✓ Discover your interests
- ✓ Chart a plan of action for achieving a satisfying life of work and leisure.

The Strong is not designed to provide you with the “answers” to what you should do and it does not measure aptitude or intelligence. But it will help you to understand more about your interests, skills, and values.

Note: The assessment must be completed before the workshop. You will be forwarded more information with your registration.

Scheduled For: **June 5th @ 9am-12pm**

***There is a cost associated with this class.**

The Office of Organization Development and Training
Learning Opportunities Catalog
January – June 2012

Crucial Conversations: Tools for talking when the stakes are high

Description:

Have you ever seen something happen that made you feel like you should speak up, but didn't have the nerve? Are you hesitant to speak up to someone because they are at a higher level than you or just make you feel uncomfortable? Are you frustrated by someone on your team who doesn't pitch in to help out, but you don't say anything?

You'll learn vital skills that enable you to create conditions where people speak with complete candor (no matter the topic) and with complete respect (no matter the person or their position). These skills can drive dramatic improvements in patient safety and quality care.

Objectives of the course:

- ✓ Identify when the conversation becomes crucial
- ✓ Recognize and diffuse silence and defensiveness
- ✓ Skills to clearly identify and express what you really mean.
- ✓ Separate facts from stories and emotions.
- ✓ Make it safe for others to speak up.

Scheduled For: **January 10th (9am-4pm) and January 18th (8:30-12pm)**

Cost: \$210.00

****Please note that Crucial Conversations is a 2 part training session****

The Office of Organization Development and Training
Learning Opportunities Catalog
January – June 2012

Dealing with Difficult Customers

Description:

We have all heard the phrase, “The customer is always right.” This phrase, though true, does not give you practical advice when dealing with a customer that isn’t the easiest to handle. If you have ever experienced a difficult customer and was unsure of the “right” procedure to handle the situation then this class is for you!

Objectives of the course:

- ✓ Learn strategies and tools to effectively manage difficult customers.
- ✓ Better understand the reasons why customers are difficult.
- ✓ Hear and discuss strategies to effectively manage difficult customers.
- ✓ Learn how to apply tools to effectively manage difficult customers.

Scheduled For: **March 8th @9am-12pm**

DiSC/Improving Communications

Description:

During the DiSC Training Seminar, participants will discover their behavioral style, be able to recognize the behavioral styles of others, and learn how to adapt them to your styles for more effective communications and relationships. As a participant, you will be required to take the DiSC Assessment. Instructions for the assessment will be e-mailed to each participant before the start of the seminar. **A fee of \$45.00 will be charged to your cost center for this class.**

Objectives of the course:

- ✓ Understand your behavioral tendencies and develop an understanding of how your behavior affects others.
- ✓ Respect, appreciate, understand, and value individual differences.
- ✓ Enhance strategies for working together to increase productivity.
- ✓ Increase your effectiveness by improving your communications with each other.

Scheduled For: **March 2nd 9am-12pm; Phipps 362**

Cost: \$45.00

The Office of Organization Development and Training

Learning Opportunities Catalog

January – June 2012

Generations

Description:

This workshop examines the cultural factors and influences that make each generation different from the next. Together we will explore commonalities, differences and stereotypes that affect the way that employee from different generations work together. During this workshop you will begin to understand how to maximize your performance in intergenerational teams. Group discussions and interactive exercises will strengthen your skills to achieve their maximum potential.

Objectives of the course:

- ✓ Discuss the factors that influence and motivate workers of different generational groups.
- ✓ Identify special challenges when trying to work together and learn why
- ✓ Understand how the difference generations approach work related situations and their preferred communication style
- ✓ Discuss ways to bridge the generations' gap
- ✓ Develop a generational action plan for success with your team.

Scheduled For: **June 14th @9am-12pm**

Interpersonal Communication in Healthcare

Description:

Communication is one of our Service Excellence Customer Service standards. Due to the nature of our work, it is imperative we communicate effectively for the safety of our patients. Participants will learn to communicate effectively with co-workers, identify communication components, and improve customer relations.

Objectives of the course:

- ✓ Learn how to communicate effectively with co-workers for a positive outcome.
- ✓ Learn how to identify communication components for Service Excellence.
- ✓ Learn communication skills to avoid conflict.
- ✓ Improve customer relations as it relates to the service excellence evaluation.

Scheduled For: **February 1st @ 9am-12pm**

The Office of Organization Development and Training
Learning Opportunities Catalog
January – June 2012

Meyers Briggs Type Indicator

Description:

Do you want to learn more about yourself? Do you want to better understand the reasons why you do the things you do? Do you want to improve your relationships with others? Myers Briggs is a tool to help you do just that. Based on the results of an online assessment, you will discover where you get your energy from, how you gather information, how you make decisions, and your general approach to life.

Objectives of the course:

- ✓ Increase self-awareness and confirm self-perception.
- ✓ Discover normal differences in people concerning their energy source, method for gathering information, method for making decisions, and their general approach to life.
- ✓ Appreciate the talents and strengths of yourself and others.
- ✓ Learn how to capitalize on your strengths and the strengths of others.
- ✓ Supplement and augment those areas that you may overlook or that does not come easy to you.

Scheduled For: **May 1st @ 9am-12pm**

***There is a cost associated with this class.**

Presentation Skills Part I & II

Description:

The fear of public speaking is ranked as one of the top workplace phobias. The truth is effective speakers aren't born, they are developed over time. They continue to hone their skills and learn from each and every presentation they make. Even the most seasoned presenters have had to learn how to channel their nervous energy into delivering a message that packs a real punch. Learn how to deliver presentations that captivate, motivate, and inspire your audience.

Objectives of the course:

- ✓ Explore three presentation styles.
- ✓ Learn the principles of adult learning.
- ✓ Demonstrate good use of visual aids.
- ✓ Identify characteristics of an effective presentation.
- ✓ Practice preparing and delivering presentations.

Scheduled For: **Part I- March 13th @9am-12pm**
 Part II- March 20th @ 9am-12pm

The Office of Organization Development and Training
Learning Opportunities Catalog
January – June 2012

Just Do It! – How to Beat Procrastination

Description:

This session will teach you not only how to summon the self-discipline to begin those menial day-to-day tasks, but how to tackle the life-changing goals that will transform your life. You'll learn the underlying reasons for procrastination, discover easy tips for motivating yourself, and come away with a solid, detailed action to get started. Everyone procrastinates to some extent. We all put off unpleasant tasks or delay starting on goals we're uncertain we can achieve. But if procrastination is holding you back from attaining the life you've always imagined for yourself, this is the seminar for you.

Please Note: This is not a Time Management Seminar.

Scheduled For: **March 28th @9am-12pm**

Resiliency – BOUNCING BACK

When something goes wrong, do you tend to bounce back or fall apart? When you have resilience, you harness inner strengths and rebound more quickly from a setback or challenge, whether it's personal or professional.

Resilience won't make your problems go away. But resilience can give you the ability to see past them, find enjoyment in life and handle stress better. If you aren't as resilient as you'd like to be, you can get tips and develop skills to become more resilient.

Join us for **Resiliency – Bouncing Back** this course is based on studies and literature from the Mayo Clinic.

Scheduled For: **February 15th @9am-12pm**

The Office of Organization Development and Training
Learning Opportunities Catalog
January – June 2012

Situational Leadership for JHH employees

Description:

The Situational Leadership training session is designed to increase the frequency and quality of conversations about performance and development between managers and the people they work with so that competence is developed, commitment is gained, and talented individuals stay with the organization.

The role of the Situational Leader is to provide whatever it takes—goals, direction, training, support, feedback, and recognition—to develop employees' skills, motivation, and confidence to excel. The result is an organization where people feel more empowered, engaged, and open to new challenges. Situational Leadership is the most comprehensive and up-to-date, yet practical method for effectively leading and developing peak performers.

This session is appropriate for Team Leads, Supervisors, Managers, and Trainers.

Scheduled For:

February 17th @8:30am-4:30pm
May 11th @8:30-4:30pm

The Office of Organization Development and Training
Learning Opportunities Catalog
January – June 2012

Time Management

Description:

Welcome to the world of Kent Johnson, a harried supervisor who frantically moves from deadline to deadline, falling short more often than not. As Kent works through his productivity dilemmas with a support group of recovering "time-challenged" individuals, viewers get a good look at what it takes to overcome the obstacles to effective time management. At the core of this training is the premise that we all get the same 24 hours a day, but how we use those hours greatly impacts our success or failure.

Objectives of the course:

- ✓ Identify and take responsibility for time-management concerns.
- ✓ Fend off casual, drop-in office visitors.
- ✓ Maximize workspace through better organization.
- ✓ Set time limits for projects and meetings.
- ✓ Keep phone calls and emails from taking over their day.
- ✓ Plan for the unexpected, while building in enough time for projects.
- ✓ Set goals and prioritize each day's tasks.
- ✓ Break down tasks into smaller segments and delegate to others if able.

Scheduled For: **May 22nd @9am-12pm**

***There is a cost associated with this class.**

Working With you Is Killing ME

Description:

Free Yourself from Emotional Traps at Work. From chronic complainers to idea-stealers, boundary pushers to just plain jerks, a toxic co-worker can ruin your day – and your life!

Employees on any career path and at any level of an organization can be undone by a problem co-worker. The amount of time spent worrying, avoiding, raging, and obsessing over toxic employees can affect your performance on the job and your peace at home. This session will show you exactly how to take responsibility for addressing the problem and put a stop to it all. It shows you how to "unlock" from difficult situations in four simple ways: Physically, Mentally, Verbally, and With a Business Tool.

Objectives of the course:

- ✓ Examine how their own reactions can enable the situations.
- ✓ Internalize a series of proven responses to problem behavior.
- ✓ Reinforce the message if the problem behavior returns.

Scheduled For: **April 12th 9am-12pm**
 June 7th @ 9am-12pm

***There is a cost associated with this class.**



SECTION 3: COHORT CLASS INFORMATION

The Office of Organization Development and Training
Learning Opportunities Catalog
January – June 2012

The Office of Organization Development and Training

Lead Cohort Program

The Lead Cohort Program is a five-week course that has been designed to assist those employees who are currently in a “Lead” role and addresses the following topics:

- ▲ Meyers Briggs Type Inventory
- ▲ Conflict in Teams
- ▲ SMART Goals
- ▲ Team Development
- ▲ Generations
- ▲ Improving Performance
- ▲ Time Management

Participants will learn the following objectives:

- ▲ Understand what it means to be in a “Lead” role, its responsibilities and how your work directly contributes to the goals and mission of The Johns Hopkins Health System.
- ▲ Use effective communication strategies to deal with staff
- ▲ Understand your own conflict style and practice using conflict resolution models
- ▲ Understand how to effectively utilize Human Resources Services and HR Policies and Procedures.
- ▲ Demonstrate an understanding of time management techniques and practice integrating personal and professional goals and tasks into your daily routine.

2012 January-December Lead Cohort Schedule

Cohort # 31	January 31st-February 28th	Time: 8:30am –4:00 pm
Cohort # 32	July-24th- August 21st	Time: 8:30am – 4:00pm
Cohort # 33	October 30th-December 4th	Time: 8:30am – 4:00pm

For more information regarding the Lead Cohort Program, please contact Michelle Pierce at (410) 614-0277 or mpierc13@jhmi.edu. Registration form is attached below.

PARTICIPATION REQUEST FORM

Send via: Fax to: (410) 614-9554 Drop off: Phipps 418 Interoffice mail: Phipps 455

Name							
Title							
Department							
Interoffice Mailing Address							
Extension							
E-mail Address							
Pay Grade							
Position Start Date							
How did you get your position? Select one:				___ Newly Hired		___ Promoted	
Affiliation		Hospital		Health System		Other	
Cohort Interested in Attending							
Cost Center Number (SAP Converted)							
Your cost center number will be charged the course fee of \$250.00							

Supervisor's Name: _____

Vice President's Name: _____

Attendance Policy and Fee Notification:

This management series was established by the Senior Management with the expectation that attendance is mandatory for all newly hired and promoted supervisors. We report attendance problems and supervisors are dropped from the cohort for non-attendance. Participants will be required to make-up one missed class, and be dropped for missing any more than that. Those dropped will be placed on a cohort waiting list for readmission to a future cohort. Readmission into a second cohort will be charged as the first admission.

If selected to participate in the Lead cohort you will be notified within 5 business days of receipt of your "Participation Request Form".

***Disclaimer:** Submission of this form does not automatically guarantee you registration for the cohort. You will have to meet specific criteria in order to be considered for participation in this program.*

For Official Use Only

Selected to attend	Confirmed	Placed on the list for a future cohort
Cohort #	Date	

The Office of Organization Development and Training

Manager Cohort Program

The Manager Cohort Program is an eight week leadership development course that addresses topics pertinent to leaders when developing high performance teams and includes the following topics:

- ▲ Behavioral Event Interviewing
- ▲ Crucial Conversations
- ▲ DiSC / Improving Communications
- ▲ Gallup
- ▲ Managing Service Excellence
- ▲ Performance Management
- ▲ Personal Theory on Leadership
- ▲ Retention
- ▲ Situational Leadership
- ▲ Team Development

Participants will learn the following objectives:

- ▲ Understand and apply leadership skills learned in class.
- ▲ Understand what it takes to have a high-performing team.
- ▲ Complete several self-assessments to learn more about your talents and strengths, and utilize this information to continue self-development.
- ▲ Complete several team assessments to identify areas to improve teamwork and collaboration.
- ▲ Apply the information learned in class to complete a performance improvement project during the cohort.

2012 January - June Manager Cohort Schedule

Cohort #	February 2nd-March 22nd	Time: 8:30am – 4:00pm
Cohort #	April 25th-June 13th	Time: 8:30am – 4:00pm

For more information regarding the Manager Cohort, please contact Michelle Pierce at (410) 614-0277 or mpierc13@jhmi.edu. Registration form is attached below.

MANAGER COHORT

PARTICIPATION REQUEST FORM

Send via: Fax to: (410) 614-9554 Drop off: Phipps 418 Interoffice mail: Phipps 455

Name			
Title			
Department			
Interoffice Mailing Address			
Extension			
E-mail Address			
Pay Grade			
Position Start Date			
How did you get your position? Select one:		___ Newly Hired	___ Promoted
Affiliation	Hospital	Health System	Other
Cohort Interested in Attending			
Cost Center Number (SAP Converted)			
Your cost center number will be charged the course fee of \$550.00			

Supervisor's Name: _____

Vice President's Name: _____

Attendance Policy and Fee Notification:

This management series was established by the Senior Management with the expectation that attendance is mandatory for all newly hired and promoted supervisors. We report attendance problems and supervisors are dropped from the cohort for non-attendance. Participants will be required to make-up one missed class, and be dropped for missing any more than that. Those dropped will be placed on a cohort waiting list for readmission to a future cohort. Readmission into a second cohort will be charged as the first admission.

If selected to participate in the Manager cohort you will be notified within 5 business days of receipt of your "Participation Request Form".

***Disclaimer:** Submission of this form does not automatically guarantee you registration for the cohort. You will have to meet specific criteria in order to be considered for participation in this program.*

For Official Use Only

Selected to attend		Confirmed	Placed on the list for a future cohort
Cohort #		Date	

The Office of Organization Development and Training

Supervisor Cohort Program

The Supervisor Program is a seven week development course that addresses topics leaders need to develop high performing teams and includes the following topics:

- ▲ Behavioral Event Interviewing
- ▲ Crucial Conversations
- ▲ DiSC / Improving Communications
- ▲ Gallup
- ▲ Managing Service Excellence
- ▲ Performance Management
- ▲ Personal Theory on Leadership
- ▲ Retention
- ▲ Situational Leadership
- ▲ Team Development

Participants will learn the following objectives:

- ▲ Understand and apply supervisory skills learned in class.
- ▲ Understand what it takes to have a high performing team.
- ▲ Complete several self-assessments to learn more about your talents and strengths. Utilize the information to continue self-development.
- ▲ Complete several team assessments to identify areas to improve teamwork and collaboration.
- ▲ Gain a basic understanding of the areas in Human Resources.

2012 January - June Supervisor Cohort Schedule

Cohort #	February 1st - March 14th	Time: 8:30am – 4:00pm
Cohort #	April 26th - June 7th	Time: 8:30am – 4:00pm

For more information regarding the Supervisor Cohort, please contact Michelle Pierce at (410) 614-0877 or mpierc13@jhmi.edu. Registration form is attached below.

SUPERVISOR COHORT **PARTICIPATION REQUEST FORM**

Send via: Fax to: (410) 614-9554 Drop off: Phipps 418 Interoffice mail: Phipps 455

Name			
Title			
Department			
Interoffice Mailing Address			
Extension			
E-mail Address			
Pay Grade			
Position Start Date			
How did you get your position? Select one:		___ Newly Hired	___ Promoted
Affiliation	Hospital	Health System	Other
Cohort Interested in Attending			
Cost Center Number (SAP Converted)			
Your cost center number will be charged the course fee of \$500.00			

Supervisor's Name: _____

Vice President's Name: _____

Attendance Policy and Fee Notification:

This management series was established by the Senior Management with the expectation that attendance is mandatory for all newly hired and promoted supervisors. We report attendance problems and supervisors are dropped from the cohort for non-attendance. Participants will be required to make-up one missed class, and be dropped for missing any more than that. Those dropped will be placed on a cohort waiting list for readmission to a future cohort. Readmission into a second cohort will be charged as the first admission.

If selected to participate in the Supervisor cohort you will be notified within 5 business days of receipt of your "Participation Request Form".

***Disclaimer:** Submission of this form does not automatically guarantee you registration for the cohort. You will have to meet specific criteria in order to be considered for participation in this program.*

For Official Use Only

Selected to attend	Confirmed	Placed on the list for a future cohort
Cohort #	Date	



SECTION 4: SKILLS ENHANCEMENT PROGRAMS

The Office of Organization Development and Training
Learning Opportunities Catalog
January – June 2012

Skills Enhancement Classes

Frequently Asked Questions about the Skills Enhancement Program

What is the Skills Enhancement Program?

The JHH Skills Enhancement Program is an instructional program funded by JHH, and offered through the Human Resources Office of Organization Development and Training. It offers courses in the following areas: Basic Skills Review, GED Preparation, Accuplacer Prep (college entrance prep), Keyboarding, Microsoft (Word, Excel, Access, PowerPoint), Medical Terminology, and ESL (English as a Second Language).

Who is eligible to take courses?

Any JHHSC/JHH employee is eligible to take one or more courses within the Program. In addition, JHU employees may take skills classes such as GED Prep or Medical Terminology. Students who successfully complete a course/s in a given semester will receive a certificate, and are welcome to continue taking future classes with the Program

When are classes held?

Many classes meet daytime and evenings to accommodate the schedules of interested employees. Classes usually meet two hours twice per week; however, accelerated GED classes and Accuplacer prep classes meet more frequently. Employees usually take classes on their own time; however JHHS/JHH employees in GED levels II and III may receive partial release time for classes. There are two core semesters. Spring classes generally begin in March, and fall classes start normally between August & September. We usually offer an abbreviated summer session.

Where are classes held?

Classes are held on-site at the main East Baltimore campus of the Johns Hopkins Hospital. Most classes meet in the Phipps Building.

Why should I enroll into the Skills Enhancement Program?

Many employees want to change and grow their positions and need to refresh skills, take medical terminology, or word-processing in order to qualify for a specific position. Others need or want to earn a GED/high school diploma. Employees interested in taking college entrance exams or job-specific training programs often brush up skills to prepare. Still others find certain aspects of their jobs challenging due to math, reading comprehension, or grammar/writing challenges. Because this Program has small classes taught by caring instructors dedicated to helping participants meet their personal education/career goals, many employees take advantage of this excellent opportunity provided by the hospital.

How do I enroll into the Skills Enhancement Program?

Most courses require skills assessment for accurate class placement. Students who were recently assessed for a class recently need not be retested. Please call **Barbara Edwards** for testing or placement at **(410) 614-0273**

Skills Enhancement Classes

GED

GED– Level 1

Refresh skills that have become rusty by taking this giant step to begin preparation for the GED exam or for the External Diploma Program. Math topics include fractions, decimals, and problem-solving. Reading instruction stresses comprehension. Review grammar rules and practice basic writing skills.

GED Level II (Accelerated GED Preparation)

This intermediate level of GED preparation offers a quick review of fractions and decimals, moving on to problem-solving, percents, ratio and proportion. You will become familiar with the use of the scientific calculator. More challenging critical thinking and reading skills focus on literature and the arts, science and social studies. You will continue to increase your skill levels in grammar and composition as you venture into the essay-writing arena.

GED Level III (Accelerated GED Preparation)

This advanced level of preparation for the GED exam is an excellent opportunity for employees to sharpen skills. Expect brief review of fractions, decimals and percents with more concentrated emphasis on algebra, geometry and facility with the scientific calculator. This course offers more advanced work in reading comprehension and critical thinking skills. Fine tune grammar and essay-writing skills to prepare for composing cohesive, convincing essays.

Skill Boosters

Math or Reading/Grammar Writing Skill Booster Class

If math or reading and grammar are a challenge for you, why not learn them in a relaxed setting at your own pace with other employees who are working at the same skill levels?

Medical Terminology

Introduction to Medical Terminology

Medical Terminology – Basic Level

This short course is designed to prepare staff seeking a Clerical Associate or other clerical type position at JHH. You will learn some abbreviations, body system root words, military time, medical terms for colors and numbers, etc.

Medical Terminology – College Level

This certificate course begins with word attack and word building skills (prefixes, root words, suffixes) as steppingstones to understand medical vocabulary. You will study terms and abbreviations related to various body systems to gain perspective and comprehension of the appropriate usage of medical terminology. This course is designed to cover a more in-depth presentation of medical terminology including some basic anatomy. Appropriate to satisfy pre-requisite for School of Imaging, etc.

Skills Enhancement Classes

College Prep

College Prep (Algebra)

If your basic math is A-Okay, but you need help to bring your algebra up to par for college entrance or to qualify for a training program, then this class may be just what the doctor ordered.

English as a Second Language levels:

Intermediate: Do you sometimes feel lost in an English-speaking world? Maybe you have taken some basic courses before, but you would like to rebuild a strong foundation in listening, speaking, reading, and writing. If so, then this is the class for you.

Advanced: Are you ready to take your English skills to the next level? If you sense that you are just surviving with your current language ability, this course can really help you. We will place a special emphasis on essential grammar, vital vocabulary, and key pronunciation.

The shifts and English levels of the employees who come forward for these ESL classes will determine specific course levels, days and times.

Computer Applications

Keyboarding

If proper finger placement and typing speed are obstacles for you, this course may be just the solution. Join this small class to improve your comfort level with the keyboard.

Introduction to Microsoft Word

Overcome your fear of computers as you become familiar with the basics of Microsoft Word in a small class of students with similar skills. You will learn word-processing functions and skills that will help you create business and personal documents, tables and graphics.

Windows Prep and Introduction to Excel

Learn about launching Microsoft Excel, the Windows environment, tables, charts, graphs, formulas, creating a budget, and much more. Register early as classes fill quickly. (Prerequisite: Basic knowledge of Microsoft Windows and/or Microsoft Word-processing)

Windows Prep and Introduction to Access

This course welcomes you to the world of database creation and management with ease. Learn how to design a table, change views, edit, run a database, create files, organize your contacts and use tables. (Prerequisite: Basic knowledge of Microsoft Windows and/or Microsoft Word-processing)

Windows Prep and Introduction to Powerpoint

This course teaches you how to create masters and edit. You will learn how to create presentations, using animation, clip art and various backgrounds. Instruction will also cover the creation of handouts and outlines.

*Prerequisite for Excel, Access, and Powerpoint: Working knowledge of Microsoft Word.

Please keep in mind that in the Skills Enhancement Program...

- Most classes require an assessment and interview process prior to class start, so please call early. Please contact Barbara Edwards at (410) 614-0273.
- Certificates are awarded based on excellent attendance and demonstration of skill requirements
- Instructors are focused on helping you meet your instructional goals.



JOHNS HOPKINS
MEDICINE

JOHNS HOPKINS HEALTH SYSTEM CORPORATION
THE JOHNS HOPKINS HOSPITAL

2012 Additional Training Opportunities

Baltimore City Community College Opportunities.....	30
Faculty and Staff Assistance Program.....	31
Lincoln Financial Group.....	32-33



BALTIMORE CITY COMMUNITY COLLEGE AT JOHNS HOPKINS



~College Courses~

Earn an Associate of Arts degree in Baltimore City Community College's General Studies program. Baltimore City Community College (BCCC) will offer most of the courses for its fully accredited two-year program in the evenings on the East Baltimore campus. The 64-69 credit General Studies program leads to the Associate of Arts degree and can be transferred to an upper division of a four-year college or university. This program is open to all Johns Hopkins Hospital benefits-eligible employees.

~Courses Offered~

English - Math - Reading - Medical Terminology - Computers for Business
History - Biology - Anatomy - Elementary Statistics - Physical Fitness and Health
Speech - Sociology - **And so much more!**

~Additional Benefits of Enrolling with BCCC at Johns Hopkins~

- Your tuition is paid up-front. You are required to maintain a grade of C or better.
- The only out of pocket expense you would be responsible for are student fees and textbooks.
- Student fees are approximately \$36.00 to \$38.00 per class.
- You may be eligible for a Pell grant to assist with books. You would have to apply for any grants or secondary funding on your own.

Does this sound like an opportunity you can't afford to let go by?

If that is the case, please call or e-mail Kelly Greene at The Johns Hopkins Hospital Human Resources Department at (410) 955-6748. Please fax the form below to 410-614-9554.

A partnership of The Johns Hopkins Hospital and Baltimore City Community College

..... *FAX THIS FORM*

Name: _____ Phone Number: _____

Have you ever attended college?

Yes No

If yes, has it been more than a year since you've attended?

Yes No

When would you be available to take the AccuPlacer?

Monday Tuesday Wednesday
 Thursday Friday

JOHNS HOPKINS INSTITUTIONS

THE FACULTY AND STAFF ASSISTANCE PROGRAM

Everyone, on occasion, is challenged by personal problems and issues. These may include family or relationship issues, work-related problems, the death of someone close, concerns about drugs or alcohol, stress, depression, or an array of other personal challenges.

The Faculty and Staff Assistance Program (FASAP) is the employee assistance program of the Johns Hopkins University, Johns Hopkins Medicine, and Community Physicians. FASAP provides **private and confidential** services.

Locations:

East Baltimore Campus

550 North Broadway
Suite 507
Baltimore, MD 21205
Phone: 443-287-7000
Fax: 410-955-4623

Johns Hopkins at Eastern

1101 East 33rd St.
Suite C-100
Baltimore, MD. 21218
Phone: 443-997-7000
Fax: 443-997-3809

Additional Locations:

In addition, appointments can be scheduled in the Washington, DC metropolitan area by special arrangement.

Phone: 443-997-7000

Fax: 443-997-3809

Office Hours:

The Faculty and Staff Assistance Program provide services to the John Hopkins Institutions Monday thru Friday from 8:30 am - 5pm. If you require services after hours and it is a true emergency, please contact The Johns Hopkins emergency room at 410 955-2280.

24 - HOUR EMERGENCY NUMBERS

- Psychiatric Resident on call in the Emergency Room: 410-955-2280
- Security (East Baltimore Campus): 410-955-5585
- Security (Homewood Campus): 410-516-4600



LINCOLN FINANCIAL GROUP

Customer Service: 1-800-234-3500 (7AM – 9PM and Sat 9AM – 3PM)
Hopkins Office: 410-955-5828
Bayview Office: 410-550-1833

Fax: 443-287-4224
 Online Access: www.LincolnAlliance.com
 Download Forms: Forms

Office Hours:

The Representatives of Lincoln Financial are available by appointment for Face-to-Face consultations.

<p><u>Hopkins Main Campus:</u> Location: Phipps 493 Monday – Thursday from 8:00am – 4:00pm Friday from 7:30am – 12:00 Noon</p>	<p><u>Bayview Campus</u> Location: Room 312 (In the Administrative Services Center) Monday – Thursday from 9:00am- 4:00pm</p>
<p>*Exit Interviews – Fridays from 7:30am – 12:00 Noon by appointment only Retiring soon? Than it’s time to review your plan distribution options, your future income options, and any potential tax consequences.</p>	

We also offer offsite visits!

To further accommodate you we have incorporated scheduled off site visits to other predominant locations.

<p>East Baltimore Medical 2nd Floor Conference room 3rd Tuesday (every month) 12:00 Noon – 2:00pm</p>	<p>Home Care Group 2nd Monday every month for a site visit and new employee orientation.</p>	<p>Home Care Group at Howard Station By request – call individually or departments can call for onsite presentations</p>	<p>Cranberry Station Quarterly or more often if needed. Date and time determined by Office Manager</p>
<p>Wyman Park Monthly. Date and time determined by Office Manager</p>	<p>Home Care Group 1st Tuesday of every month. ½ day in the morning</p>	<p>CMSC (Enchanted Forrest) 3rd Wednesday of every month from 10:00am – 2:00pm</p>	<p>JHOC (near ATM) 2nd Tuesday of every month from 10:00am – 2:00pm</p>



LINCOLN FINANCIAL GROUP

Accessing Your Johns Hopkins Health System 403(b) Retirement Account

We would like to remind you that access to your Johns Hopkins 403(b) Retirement Account is always a computer click or phone call away. There are 3 convenient ways in which you can access and make changes to your account:

1. Internet - LincolnAlliance.com

Through www.LincolnAlliance.com, you can not only view and make changes to your account at any time, you also have the ability to use Morningstar to learn more about retirement and investment topics. The following are just some of the things you can do at LincolnAlliance.com:

- View account balance by investment option
- Change the amount or investment election for your contributions to the plan
- Change investment elections on your current balance
- Change your beneficiary
- Review investment performance and fund details
- View your personal rate of return

To access www.LincolnAlliance.com you will need your Social Security Number and PIN. If you need a new PIN, please contact Customer Service at 800-234-3500.

2. Toll Free 800-234-3500

Via this toll free number you can also access your account 24/7 by entering your Social Security Number and PIN. Through the toll free number you can:

- Hear account balance by investment option
- Change the amount or investment election for your contributions to the plan
- Change investment elections on your current balance
- Review investment performance
- Speak with Customer Service Representatives Monday – Friday 7am to 9pm and Saturday 9am to 3pm
- Leave a detailed voicemail message and be guaranteed a return call the next business day