



**Course Catalog**  
**September 2025 – May 2026**

**Hello from your UHCL Training & Development Team!**

We are excited to offer the **ASCEND Learning Programs** collection of workshops to help all Hawks reach new heights. Learning never ends and we are fully committed to a culture of lifelong learning.

Whether you have been at UHCL for one week or many years, we are confident that there is a workshop for you. Join us at an upcoming workshop to learn and grow with us.

We hope to see you there!



### **What is ASCEND?**

- ASCEND Learning Programs are professional development courses available to all benefits-eligible team members.
- ASCEND is a great resource for anyone looking for training that will take their professional skills to new heights.
- Sessions offered and online course recommendations will focus on strengthening Core Competencies identified as essential for impactful contribution at UHCL.

### **Learning Tracks and Core Competencies:**

- **Individual Contributors** - Team members in a Support Staff role, all Faculty
  - **Core Competencies:** Action Oriented, Collaborates, Communicates Effectively, Courage, Customer Focus, Drives Results, Instills Trust, Interpersonal Savvy, Nimble Learning, Optimizes Work Processes, Resilient, Tech Savvy, Values Differences
- **Supervisors** - Supervisors, Team Leads, Emerging Leaders, all Faculty
  - **Core Competencies:** Action Oriented, Balances Stakeholders, Collaborates, Communicates Effectively, Cultivates Innovation, Customer Focus, Develops Talent, Instills Trust, Manages Complexity, Optimizes Work Processes, Resilient, Values Differences
- **Managers** - Team members with 2+ years in Management and/or for those who lead teams that include other Managers, all Faculty
  - **Core Competencies:** Action Oriented, Balances Stakeholders, Collaborates, Communicates Effectively, Cultivates Innovation, Customer Focus, Decision Quality, Develops Talent, Drives Results, Instills Trust, Resilient, Values Differences
- **Senior Leaders** - Directors and above, all Faculty
  - **Core Competencies:** Action Oriented, Balances Stakeholders, Builds Effective Teams, Communicates Effectively, Cultivates Innovation, Decision Quality, Develops Talent, Drives Vision and Purpose, Ensures Accountability, Financial Acumen, Instills Trust, Resilient, Strategic Mindset, Values Differences
- **General Sessions** - All benefits-eligible team members, all Faculty
  - **Core Competencies:** any competency listed as part of a Learning Track

Have questions? Contact your Training & Development Team at [training@uhcl.edu](mailto:training@uhcl.edu)

Any employee who needs an accommodation to attend should contact Johnathan Davis at 281-283-2301 prior to the event.

## Definition of Core Competencies:

Source: Korn Ferry Leadership Architect™ Global Competency Framework

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### Action Oriented

- Takes on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm. Confirms understanding of tasks prior to engaging in next steps.

### Balances Stakeholders

- Anticipates and balances the needs of multiple stakeholders.

### Builds Effective Teams

- Builds strong-identity teams that apply their diverse skills and perspectives to achieve common goals.

### Collaborates

- Builds partnerships and works collaboratively with others to meet shared objectives.

### Communicates Effectively

- Develops and delivers multi-mode communications that convey a clear understanding of the unique needs of different audiences.

### Courage

- Steps up to address difficult issues, saying what needs to be said.

### Cultivates Innovation

- Creates new and better ways for UHCL to be successful.

### Customer Focus

- Builds strong customer relationships and delivers customer-centric solutions.

### Decision Quality

- Makes good and timely decisions that keep the organization moving forward.

### Develops Talent

- Develops people to meet both their career goals and UHCL's goals. Uses and champions available systems and resources to support skill development of employees.

### Drives Results

- Consistently achieves results, even under tough circumstances.

### Drives Vision and Purpose

- Paints a compelling picture of the vision and strategy that motivates others to action.

### Ensures Accountability

- Holds self and others accountable to meet commitments.

### Financial Acumen

- Interprets and applies understanding of key financial indicators to make better business decisions.

### Interpersonal Savvy

- Relates openly and comfortably with diverse groups of people.

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## Definition of Core Competencies:

Source: Korn Ferry Leadership Architect™ Global Competency Framework

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### Instills Trust

- Gains the confidence and trust of others through honesty, integrity, authenticity, and consistently accurate work product.

### Manages Complexity

- Makes sense of complex, high quality, and sometimes contradictory information to effectively solve problems.

### Nimble Learning

- Actively learns through experimentation when tackling new problems, using both successes and failures as learning fodder.

### Optimizes Work Processes

- Utilizes effective and efficient processes to get things done, with a focus on continuous improvement.

### Resilient

- Rebounds from setbacks and adversity when facing difficult situations. Uses lessons learned from challenges or failures as a way to change their approach moving forward.

### Strategic Mindset

- Sees ahead to future possibilities and translates them into breakthrough strategies that will influence current and future outcomes for UHCL.

### Tech Savvy

- Anticipates and adopts innovations in business-building digital and technology applications.

### Values Differences

- Recognizes the value that different perspectives bring to UHCL.

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**Flip page to view session information.**

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# Individual Contributors

## Business Etiquette

### Description

This session will go over the basic behaviors needed that ensure that you are positively representing yourself and the institution. A small change can create a significant improvement to our interactions in the workplace.

### Recommended for

All UHCL benefits-eligible team members; anyone who is new to their career.

### Core Competencies

Action Oriented, Collaborates, Communicates Effectively, Customer Focus, Interpersonal Savvy

**Register in PASS using Course & Session Number shown below**

**All sessions will be held in the Training Room – Bayou 2132 unless otherwise noted**

**Links for Virtual sessions are in the [Training Calendar](#)**

September 9, 2025	8:30am-10:00am	CHR05, Session 16
December 2, 2025	10:00am-11:30am	CHR05, Session 17
March 10, 2026	2:00pm-3:30pm	CHR05, Session 18   <b>VIRTUAL</b>

## Setting Professional Goals

### Description

In this session, participants will learn about setting S-M-A-R-T goals to ensure their professional growth and contribution. This session will end with an opportunity for participants to draft potential goals that can be used for their Performance Assessment goals.

### Recommended for

All UHCL benefits-eligible team members; anyone responsible for setting and tracking their professional goals.

### Core Competencies

Action Oriented, Drives Results, Nimble Learning, Optimizes Work Processes

**Register in PASS using Course & Session Number shown below**

**All sessions will be held in the Training Room – Bayou 2132 unless otherwise noted**

**Links for Virtual sessions are in the [Training Calendar](#)**

September 25, 2025	8:30am-10:00am	CHR15, Session 12
January 15, 2026	1:00pm-2:30pm	CHR15, Session 13
March 31, 2026	2:00pm-3:30pm	CHR15, Session 14   <b>VIRTUAL</b>

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# Individual Contributors

## Elements of Followership: a ballroom dancer's perspective

(presented by Dr. Pam Shefman, Executive Director, Planning & Assessment)

### Description

In our careers, there are times when we will lead, and there are times when we will follow. Both roles are important to our growth as employees and as an organization. This session will use a ballroom dancing perspective to cover three core elements of followership that make dancing a partnership, and organizations stronger.

### Recommended for

All UHCL benefits-eligible team members; anyone looking to strengthen their leadership skills.

### Core Competencies

Courage, Instills Trust, Interpersonal Savvy, Resilient, Values Differences

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**Links for Virtual sessions are in the [Training Calendar](#)**

October 09, 2025	8:30am-10:00am	CHR23, Session 05
January 27, 2026	10:00am-11:30am	CHR23, Session 06
April 07, 2026	2:00pm-3:30pm	CHR23, Session 07

## Building Resiliency

### Description

In this session, participants will be taken on a personal journey centered around growing self-confidence, reframing negative moments, and creating habits that will maintain growth and confidence.

### Recommended for

All UHCL benefits-eligible team members; anyone looking to strengthen their resiliency skills.

### Core Competencies

Drives Results, Ensures Accountability, Interpersonal Savvy, Resilient, Values Differences

**Register in PASS using Course & Session Number shown below**

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**Links for Virtual sessions are in the [Training Calendar](#)**

February 17, 2026	1:30pm-3:00pm	CHR26, Session 01
May 12, 2026	10:00am-11:30am	CHR26, Session 02   <b>VIRTUAL</b>

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# Supervisors

## Coaching

### Description

Participants will learn the basics of coaching and how to adapt their coaching style to the needs of the individual employee. This session will provide samples of questions to ask employees that will help leaders better understand their needs.

### Recommended for

Anyone who is responsible for the ongoing development and performance of their team members; new supervisors.

### Core Competencies

Action Oriented, Balances Stakeholders, Collaborates, Develops Talent, Values Differences, Communicates Effectively

**Register in PASS using Course & Session Number shown below**

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**Links for Virtual sessions are in the [Training Calendar](#)**

September 11, 2025	10:00am-11:30am	CHR03, Session 14
December 4, 2025	10:30am-12:00pm	CHR03, Session 15   <b>VIRTUAL</b>
March 12, 2026	8:30am-10:00am	CHR03, Session 16

## New Supervisor Foundations

### Description

A Supervisor's role is critical to the success of every team member and of UHCL. In this session, we will review the basics of Management and Leadership and what UHCL needs from individuals as a leader in their area. Participants will learn about HR Basics, UH System/UHCL Policies, Supervisor Functions, Building Trust and Increasing Engagement and where to locate Manager resources online.

### Recommended for

New supervisors with two or less years in a formal leadership role.

### Core Competencies

Balances Stakeholders, Communicates Effectively, Instills Trust, Manages Complexity

**Register in PASS using Course & Session Number shown below**

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**Links for Virtual sessions are in the [Training Calendar](#)**

September 30, 2025	9:00am-12:00pm	CHR02, Session 11
January 8, 2026	1:30pm-4:30pm	CHR02, Session 12
April 2, 2026	8:30am-11:30am	CHR02, Session 13

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# Supervisors

## Leading through Performance Management

### Description

Performance Management is an ongoing process that helps leaders ensure that an employee's work and engagement is in alignment with team and University objectives. It can help bring an employee back on track. Come learn about the full Performance Management lifecycle that includes building trust, coaching, observing, documenting, and more.

### Recommended for

Supervisors with one or more direct reports; those newer to a supervisor role; any supervisor needing to learn more about the UHCL progressive discipline process and forms.

### Core Competencies

Action Oriented, Communicates Effectively, Cultivates Innovation, Develops Talent, Instills Trust, Optimizes Work Processes

**Register in PASS using Course & Session Number shown below**

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**Links for Virtual sessions are in the [Training Calendar](#)**

October 16, 2025	10:00am-12:00pm	CHR08, Session 11
January 29, 2026	9:30am-11:00am	CHR08, Session 12
April 28, 2026	8:30am-10:30am	CHR08, Session 13

## Beyond Day One: tips for intentional onboarding

### Description

In this session we are focusing on onboarding employees with intention. This session will review planning a 3-month onboarding process using our UHCL Onboarding Resources, ensuring your planning is in-line with your department mission/vision, accepting/giving feedback and more.

### Recommended for

Anyone responsible for onboarding new employees into the department

### Core Competencies

Action Oriented, Communicates Effectively, Cultivates Innovation, Develops Talent, Instills Trust, Optimizes Work Processes

**Register in PASS using Course & Session Number shown below**

**All sessions will be held in the Training Room – Bayou 2132 unless otherwise noted**

**Links for Virtual sessions are in the [Training Calendar](#)**

February 03, 2026	1:30pm-3:30pm	CHR27, Session 01
May 07, 2026	1:00pm-3:00pm	CHR27, Session 02

*Have questions? Contact your Training & Development Team at [training@uhcl.edu](mailto:training@uhcl.edu)*

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# Managers

## Development Through Delegation

### Description

This session provides leaders an opportunity to build muscle around delegating task with intention. While delegation is always necessary, how and why we delegate matters more than just delegating to free up time. Together, we will learn how effective delegation can be used to grow self and others.

### Recommended for

Supervisors and above that want to learn about developing employees through delegating proper tasks. **This session is also open to anyone eligible for the Supervisor track.**

### Core Competencies

Action Oriented, Communicates Effectively, Develops Talent, Drives Results, Optimizes Work Processes

**Register in PASS using Course & Session Number shown below**

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**Links for Virtual sessions are in the [Training Calendar](#)**

September 16, 2025	1:00pm-2:30pm	CHR28, Session 01
December 9, 2025	10:00am-11:30am	CHR28, Session 02
March 19, 2026	9:00am-10:30am	CHR28, Session 03

## Building Performance Improvement Plans (PIP)\*

**\*Registration prerequisite: must attend UHCL Performance Management Foundations first**

### Description

As part of performance management, there may be times when we need to build a Performance Improvement Plan (PIP) for employees. In this session, participants will learn about the purpose of a PIP, where to access forms and resources, and most importantly, how to use it effectively.

### Recommended for

All members of Management seeking to learn more about other performance management options. Anyone who is responsible for guiding direct reports through a variety of professional challenges and situations.

### Core Competencies

Action Oriented, Balances Stakeholders, Collaborates, Communicates Effectively, Develops Talent, Drives Results, Instills Trust

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**Links for Virtual sessions are in the [Training Calendar](#)**

October 2, 2025	1:00pm-2:30pm	CHR22, Session 05
January 13, 2026	9:00am-10:30am	CHR22, Session 06
May 5, 2026	10:00am-11:30am	CHR22, Session 07

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# Managers

## Managing Conflict

### Description

Everyone sees a situation through their own lens/filter – also known as our perspective. It is this same viewpoint that can sometimes lead to others having opposing views. While many would rather shy away from conflict, this session will teach you that conflict, when processed correctly, can be a positive contributor to individual and team development.

### Recommended for

All managers with direct-reports.

### Core Competencies

Action Oriented, Communicates Effectively, Customer Focus, Resilient, Values Differences

**Register in PASS using Course & Session Number shown below**

**All sessions will be held in the Training Room – Bayou 2132 unless otherwise noted**

**Links for Virtual sessions are in the [Training Calendar](#)**

October 23, 2025	1:00pm-2:30pm	CHR09, Session 12
February 19, 2026	9:00am-10:30am	CHR09, Session 13
April 09, 2026	10:00am-11:30am	CHR09, Session 14   <b>VIRTUAL</b>

## Coaching - Advanced

**\*Registration prerequisite: must attend Coaching (CHR03) session first**

### Description

In this interactive session, participants will improve strengthen their coaching skills by learning advanced techniques to motivate employees while adapting their styles to match the needs of each employee.

### Recommended for

Anyone who is responsible for the ongoing development and performance of their team members; supervisors and above.

### Core Competencies

Action Oriented, Balances Stakeholders, Collaborates, Develops Talent, Values Differences, Communicates Effectively

**Register in PASS using Course & Session Number shown below**

**All sessions will be held in the Training Room – Bayou 2132 unless otherwise noted**

**Links for Virtual sessions are in the [Training Calendar](#)**

May 21, 2026	10:00am-11:30am	CHR29, Session 03
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# Senior Leaders

## The Hats of a Leader

### Description

Based on the book *Great CEOs are Lazy*, this session will go over the many 'hats' a leader wears as they lead self and others. Understanding the purpose of each hat helps great leaders lead more effectively.

### Recommended for

Team Leaders seeking to learn about the 'hats' a leader wears and how to use them to be a more effective leader.

### Core Competencies

Action Oriented, Balances Stakeholders, Communicates Effectively, Drives Vision and Purpose, Resilient, Strategic Mindset

**Register in PASS using Course & Session Number shown below**

**All sessions will be held in the Training Room – Bayou 2132 unless otherwise noted**

**Links for Virtual sessions are in the [Training Calendar](#)**

October 7, 2025	1:30pm-3:30pm	CHR24, Session 05
December 18, 2025	2:30pm-4:30pm	CHR24, Session 06
April 14, 2026	2:00pm-4:00pm	CHR24, Session 07

## 3 Steps to Employee Engagement

### Description

Based on the book *The Truth about Employee Engagement* by Patrick Lencioni, this session will go over the often-overlooked steps we can take to ensure that we are creating a purposeful workplace that keeps our teams engaged, included, and inspired.

### Recommended for

Senior Leaders seeking to learn more about Employee Engagement.

### Core Competencies

Balances Stakeholders, Develops Talent, Ensures Accountability, Instills Trust, Values Differences

**Register in PASS using Course & Session Number shown below**

**All sessions will be held in the Training Room – Bayou 2132 unless otherwise noted**

**Links for Virtual sessions are in the [Training Calendar](#)**

October 28, 2025	1:30pm-3:00pm	CHR20, Session 09
February 5, 2026	1:30pm-3:00pm	CHR20, Session 10   <b>VIRTUAL</b>
April 30, 2026	10:00am-11:30am	CHR20, Session 11

*Have questions? Contact your Training & Development Team at [training@uhcl.edu](mailto:training@uhcl.edu)*

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# Senior Leaders

## Your Energy Matters

### Description

Based on the book *The Energy Bus*, this session gives participants a chance to understand how we “show up” not only affects you, but everyone around you. We will also learn the “10 rules” to help transform your life, work, and team.

### Recommended for

Senior Leaders seeking to learn more about why “showing up” with certain energy matters.

### Core Competencies

Builds Effective Teams, Drives Vision and Purpose, Interpersonal Savvy, Values Differences

**Register in PASS using Course & Session Number shown below**

**All sessions will be held in the Training Room – Bayou 2132 unless otherwise noted**

**Links for Virtual sessions are in the [Training Calendar](#)**

November 18, 2025	1:00pm-2:30pm	CHR31, Session 01
February 24, 2026	9:00am-10:30am	CHR31, Session 02
May 28, 2026	10:00am-11:30am	CHR31, Session 03   <b>VIRTUAL</b>

*Have questions? Contact your Training & Development Team at [training@uhcl.edu](mailto:training@uhcl.edu)*

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# General Sessions

## Effective Communication

### Description

In this session, we review the basics of communication and how to effectively communicate the U-H-C-L way. This session gives tips for better emails and participants will do a quick exercise to learn more about the importance of communication. **\*\*\*\*Attendees are encouraged to bring printouts of the last 3-4 work emails they have sent. Electronic access to emails is also accepted.\*\*\*\***

### Recommended for

All UHCL benefits-eligible team members.

### Core Competencies

Collaborates, Communicates Effectively, Values Differences

**Register in PASS using Course & Session Number shown below**

**All sessions will be held in the Training Room – Bayou 2132 unless otherwise noted**

**Links for Virtual sessions are in the [Training Calendar](#)**

September 23, 2025	1:30pm-3:00pm	CLCOMM, Session 20
December 16, 2025	9:00am-10:30am	CLCOMM, Session 21   <b>VIRTUAL</b>

## Customer Service

### Description

Review the basics of customer service and how it can transform the Higher Education experience. This session will give attendees an opportunity to identify the 'service workflow' through their area to help them identify opportunities to further enhance the 'customer' experience.

### Recommended for

All UHCL benefits-eligible team members.

### Core Competencies

Action Oriented, Customer Focus, Instills Trust

**Register in PASS using Course & Session Number shown below**

**All sessions will be held in the Training Room – Bayou 2132 unless otherwise noted**

**Links for Virtual sessions are in the [Training Calendar](#)**

October 21, 2025	10:00am-11:30am	CHR10, Session 12
January 22, 2026	1:30pm-3:00pm	CHR10, Session 13   <b>VIRTUAL</b>
April 16, 2026	9:00am-10:30am	CHR10, Session 14

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# General Sessions

## Developing a Positive Productivity Mindset

(presented by Lee Hilyer, Executive Director, Neumann Library)

### Description

Finding a balance between work, personal commitments, and leisure can feel like an elusive goal. The key isn't necessarily doing it all, but rather, developing the right mindset and equipping yourself with easy-to-use tools and techniques. In this workshop, discover how to embrace a positive outlook that acknowledges the perpetual flow of tasks, and walk away with some simple tools and techniques to help you improve your focus, stay organized, and document your progress.

### Recommended for

All UHCL benefits-eligible team members.

### Core Competencies

Action Oriented, Nimble Learning, Optimizes Work Processes

Register in PASS using Course & Session Number shown below

All sessions will be held in the Training Room – Bayou 2132 unless otherwise noted

Links for Virtual sessions are in the [Training Calendar](#)

March 03, 2026	9:00am-10:30am	CHR04, Session 10
May 07, 2026	10:00am-11:30am	CHR04, Session 11

## Running Productive Meetings

### Description

Meetings are about more than just getting everyone in a room for updates; it's about using that time to ensure the mission and vision of the department and University are being met. In this session, participants will learn how to use the time, personnel, and agendas during meetings meaningfully.

### Recommended for

All UHCL benefits-eligible team members.

### Core Competencies

Action Oriented, Nimble Learning, Optimizes Work Processes

Register in PASS using Course & Session Number shown below

All sessions will be held in the Training Room – Bayou 2132 unless otherwise noted

Links for Virtual sessions are in the [Training Calendar](#)

November 20, 2025	2:00pm-3:30pm	CHR30, Session 01
March 5, 2026	1:30pm-3:00pm	CHR30, Session 02
May 19, 2026	9:00am-10:30am	CHR30, Session 03

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# General Sessions

## Tranquility Tuesdays

(presented by Dr. Roberta Leal, Associate Professor and Dr. Maria Wilson, Assistant Professor)

### Description

Tranquility Tuesdays are wellness refresh sessions to create a supportive culture that promotes mental and physical health. The refresh sessions offer mindfulness and gentle yoga techniques to help UHCL employees reduce stress, improve focus, and boost overall well-being as the semester starts and ends.

### Recommended for

All UHCL benefits-eligible team members.

### Core Competencies

Action Oriented, Courage, Resilient

**Register in PASS using Course & Session Number shown below**

**All sessions will be held in the Training Room – Bayou 2132 unless otherwise noted**

**Links for Virtual sessions are in the [Training Calendar](#)**

November 04, 2025	12:00pm-2:00pm	CHR32, Session 01
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March 24, 2026	10:00am-12:00pm	CHR32, Session 02
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# Self-Directed Learning

(Active LinkedIn Learning License Required)

Take your learning past the classroom with our curated list of online training. Whether you select from a specific track or take them all, we are confident you will gain a new professional tool or perspective.

## Individual Contributors

- **[Developing Self-Awareness \(1h\)](#)**: While a multitude of factors can go into the making of a successful person, nearly all individuals who achieve high levels of personal and professional success have a keen sense of self-awareness. In this course, learn how to become more self-aware in order to develop yourself personally and enhance career progression. Organizational psychologist Gemma Roberts helps you learn how to develop your self-awareness so that you can understand how others see you, and better align your actions with your intentions. She explains how to identify beliefs to enhance self-awareness, step outside of yourself to gain a different perspective, leverage a self-awareness
- **[Communicating with Diplomacy and Tact \(1h 4m\)](#)**: Diplomacy is a mindset; tact is a strategy. In this course, communications professor Tatiana Kolovou helps you realize the benefits of communicating with tact and diplomacy in workplace situations. She walks you through four scenarios that you might encounter on an average day, and coaches you through appropriate responses to challenging situations at work.
- **[Being an Effective Team Member \(31m\)](#)**: In this course, Duke University professor Dr. Daisy Lovelace highlights the key characteristics of exemplary team members. As she dives into each trait, Daisy shares how—by making subtle changes—you can adopt these behaviors to become a more valuable collaborator.

## Supervisors

- **[Leadership Foundations: Leadership Styles and Models \(45m\)](#)**: In this course, Professor Alexander Lyon covers styles of authority, from autocratic to laissez-faire; approaches to action and communication; and models of responsibility, including servant leadership. He also explains why you should prioritize the qualities that can have the biggest impact on your success as a leader: authenticity, purpose, and empathy.
- **[Make the Move from Individual Contributor to Manager \(40m\)](#)**: Before starting a new management role, it's important to prepare for a shift in mindset, priorities, and expectations. Join instructor Dr. Carolyn Goerner as she explores specific strategies for new managers to expand personal focus beyond individual performance and look to the broader success of the team.
- **[Building High-Performance Teams \(1h 50m\)](#)**  
In this course, leadership-training expert Mike Figliuolo shows you how to create and lead the teams that get more done for their organizations. Learn about the seven elements of a high-performance team, and the techniques necessary to set direction, gather and deploy the right resources, prioritize work, motivate employees, and help team members develop their individual strengths.

Have questions? Contact your Training & Development Team at [training@uhcl.edu](mailto:training@uhcl.edu)

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# Managers

- **Courageous Leadership (48m)**: Leading today requires the courage to take risks, innovate, challenge the status-quo, and create a work culture where everyone can be themselves and thrive. In this course, join instructor Sharon Amesu to develop key leadership strategies and find out what it means to become a truly courageous leader.
- **Communicating through Disagreement (41m)**  
In this course, conflict resolution expert Lynne Hurdle shares her methods to ensure you're able to effectively communicate through disagreements and achieve your intended outcomes. Lynne covers how to prepare yourself to participate in this conversation, effectively listen, manage your emotions, and achieve mutual understanding and agreement.
- **Managing Up, Down, and Across the Organization (40m)**: In this course, Kevin Eikenberry teaches you how to make a bigger, positive difference in your work, by navigating around your position to manage up, down, and across the organization. By learning to manage relationships with all levels—including your boss, peers, and direct reports—you will be in a better position to choose the best approach to achieve your goals.

# Senior Leaders

- **Leading With Emotional Intelligence - Christopher Connors (1h,15m) (Senior Leaders)**: In the modern workplace, emotional intelligence drives successful leadership. In this course, leadership speaker, bestselling author, and executive coach Christopher Connors presents practical, actionable guidance on building self-awareness, and the skills to lead effectively in a workplace that has been transformed. Learn how to apply emotional intelligence in a skills-first organization, blend emotional intelligence with psychological safety, inspire your people, lead change, and more. Plus, go through six scenarios that demonstrate emotional intelligence in action.
- **20 Habits of Executive Leadership (1h, 4m)**: In this course, Aaron Marshall offers 20 manageable and beneficial habits you can build into your life to help you flourish as an executive leader. As the chief operating officer of the Santa Barbara Zoo, Aaron has a long history of managing executive leadership with thoughtfulness and intention. He teaches you habits to keep you grounded and habits to help you stay disciplined, habits for handling your relationships, and habits to become a more discerning thinker. And best of all, these habits can easily be integrated into your life, starting today.
- **Change Management Foundations (46m)**: In this course, instructor Scott Mautz gives you a playbook—a powerful, step-by-step approach to managing change, drawing from and building on key elements of change management models in practice today. He discusses how to conduct a change readiness assessment, then goes into the specific change management phases that follow. Scott details key steps and considerations of each phase, as well as what barriers to expect and overcome. He concludes with how to build a change action plan (CAP).

Have questions? Contact your Training & Development Team at [training@uhcl.edu](mailto:training@uhcl.edu)

Any employee who needs an accommodation to attend should contact Johnathan Davis at 281-283-2301 prior to the event.

## General Sessions

- **The 10 Pillars of Customer Experience (38m)**: Customer experience is a team sport! When everyone understands customer experience and the key pillars that support it, powerful enthusiasm, alignment, and collaboration tend to follow. In this course, Brad Cleveland explains what customer experience is and shows you 10 key pillars that, together, create a positive customer experience.
- **Time Management Fundamentals (1h, 47m)**: What would you do if you had an extra 10 hours per week? Sounds impossible? In this course, productivity expert Dave Crenshaw shows you how to get more done in the shortest time possible and give you more of that precious free time. The course lays out the theoretical and practical foundations for being more productive and explains the obstacles that can get in the way. If you've been looking for strategies to help you manage your time more efficiently, this course may be well worth your time.
- **Interpersonal Communication (37m)**: In this course, learn strategies that can help you hone and master your interpersonal communication skills. Join personal branding and career expert Dorie Clark as she shares techniques for getting your message across effectively in the workplace, and explains how to tackle potential communication challenges with your colleagues and supervisor.

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**Come grow with us!**



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