Employee Development Courses

Our department offers a variety of professional development courses focused on developing interpersonal and leadership skills. Below you will see the core list of the course we offer. We aim to stay flexible in what we offer thus not all courses are available all of the time. Additionally, we often create courses based on the current needs of UAMS, which can also affect the topics we offer.

Please use My Compass to find a current listing of courses.

Coaching for Peak Performance

Whether leaders are guiding people toward success in new or challenging situations or helping people improve or enhance their work performance, their ability to coach and provide feedback makes the difference between mediocrity and high performance.
This course helps leaders have more effective and efficient coaching discussions.

Fostering Innovation

Employees at each level contribute to innovation for every organization. This course provides a practical approach, and tools and techniques to help employees and their teams think differently about how they work and to help them generate new ideas that add value to your organization and your customers.

Embracing Change

If there's one thing all organizations in today's economy have in common, it's that they are undergoing change. But change can only be effective if the employees embrace it. Their ability to adapt will determine the competitiveness and success of your organization. This course focuses on the role of individual performers in implementing change in the workplace.

Valuing Differences

Valuing Differences gives people effective skills and tools for exploring others' unique perspectives, understanding and leveraging people's inherent differences, challenging devaluing behavior, and creating an environment in which people's differences are respected and utilized.

Building and Sustaining Trust

Trust is directly linked to employee engagement, retention, productivity, and innovation. Leaders who demonstrate trust and trustworthiness inspire higher levels of performance and commitment to team and organizational success. This course introduces Trust Builders, actions leaders can take to build and sustain trusting relationships, as well as common Trust Breakers that can erode or quickly break trust.

Navigating Beyond Conflict

In this course, individuals learn how to recognize the warning signs of conflict and take action to prevent situations from escalating or to work out the conflict if it does escalate. This allows them to mitigate any negative impact, thus reducing the cost of conflict and improving business results.

Taking the HEAT

Service providers, quite often, know how to have a friendly, positive customer interaction but lack the skills to handle an interaction that takes a turn for the worse. This course equips learners with an important skill set that is essential to providing high-quality customer service. These essential skills will help service providers turn dissatisfied, upset customers into satisfied, loyal ones.

High Performing Teams

This course will enhance team effectiveness and maximize not only performance, but also impact on the organization as a whole. Participants learn the personal, interpersonal, and business advantages of working together as a unit and are introduced to a set of best practices for optimal results.

Please contact OrganizationalDevelopment@uams.edu for more information.