



Course Schedule

April - June 2011

Snap Shot

April

13 & 20 NLE
 20 ABI
 21 HR – Compensation
 21 HR - Job Desc. & Position
 28 HR - Performance Management
 29 Workforce Engagement

May

3 HR – Performance Mgt.
 4 ABI
 11 & 18 NLE
 11 Communicate & Connect to Strategy
 12 HR – Performance Mgt.
 13 Workforce Engagement
 17 HR – Compensation
 17 HR – Performance Mgt.
 18 Spiritual Ambassador
 19 Conflict Resolution
 19 HR - Job Desc. & Position
 24 ABI
 26 HR – Performance Mgt.
 27 Workforce Engagement
 31 Horizontal Violence
 31 Assertive Communication

June

7 ABI
 7 HR – Performance Mgt.
 8 & 15 NLE
 16 Horizontal Violence
 16 HR - Job Desc. & Position
 20 Coaching for Success
 20 Coaching for Improvement
 21 HR – Compensation
 22 Communicate & Connect to Strategy
 23 HR – Performance Mgt.
 23 Horizontal Violence
 27 Managing Performance Problems
 28 Conflict Resolution
 29 ABI
 30 Assertive Communication

Course Descriptions and Complete Details:

NEW LEADERS' EXPERIENCE (NLE)

(Expected for Directors and Nursing Leaders)

All new leaders are introduced to management essentials at Florida Hospital. Over the course of two days, participants will receive a resource guide and learn the following:

- A new leader's introduction to Florida Hospital
- Defining Spiritual Leadership principles
- Assessing your personal leadership profile
- A review of the Florida Hospital Business Plan
- Employee Engagement
- Managing Human Resources at the department and unit level
- A refresher course on important safety and regulatory issues
- A review of various departmental functions and how they effect the leader's job

The course is required for all new Directors and Nursing leaders. Other employees in a leadership role may be referred by their director.

Facilitators: Multiple

Locations: Orlando Museum of Art

Dates: April 13 & 20

May 11 & 18

June 8 & 15

Times: Day 1: 8:00 AM – 3:30 PM

Day 2: 9:00 AM – 4:30 PM

Participants: FH leaders

Registration: Go to Net Learning Student Interface

SPIRITUAL AMBASSADOR: Making Our Passion Simple!

Designed to bring clarity to our mission and the role Spiritual Ambassadors can play in transforming culture, this course redefines purpose and expectations and explores how to best experience and become a safe haven for those around us, so trust and belonging can flourish and peace and hope be lived through each daily encounter through mission and service.

Spiritual Ambassadors are employees who have responded to God's calling "To Extend the Healing Ministry of Christ" by being an instrument of love and grace to all. If your desire is to bring focus to our mission, build trust, create belonging and deliver hope, we invite you to become a Spiritual Ambassador and sign up for one of our seminars via Net Learning. For further questions, please contact Adriana Pasos, Spiritual Ambassador Manager, at 407-303-7711, ext. 4, or via email.

Dates: 5/18, 7/28, 9/21, 11/17

Time: 9:00am-1:30pm

Location: CREATION Conference Room

FLORIDA HOSPITAL TOASTMASTERS CLUB

A variety of assigned speeches help the participant develop competence in areas such as organization, voice inflection, appropriate gestures, and persuasiveness, as well as using props and other A/V equipment.

Participants: Membership is open to any Florida Hospital employee, family member, volunteer, or vendor. Guests are welcome.

Dates: Weekly, every Wednesday

Time: 7:30 AM – 8:45 AM

Location: 1919 N. Orange Avenue (Imagination Station)

Registration: E-mail FH Toastmasters



FLORIDA HOSPITAL
Leadership Development

The skill to heal. The spirit to care.



COACHING FOR SUCCESS (DDI) - (Level 1)

This course develops leaders who help people achieve goals and avoid problems, a positive experience for themselves and those being coached. Leaders learn a proven coaching process to ensure they identify coaching opportunities, provide needed coaching and support, observe performance, and measure results until desired outcomes are achieved.

Development Dimensions International (DDI)

There is a charge of \$50 per person for materials. Enrollment drop period two weeks before scheduled course. Attendees still enrolled in course as of this date will be charged for the materials ordered.

Course Instructor: Leadership Development Staff
Date & Time: 6/20 8a-12p
Location: Courtland Training Room
Registration Info: Go to Net Learning Student Interface

COACHING FOR IMPROVEMENT (DDI) - (Level 2)

Need practical ways to encourage your staff to take charge of improving their own performance? This course can help prepare you to foster your team's morale and productivity by addressing their work-habit issues in a fair, firm and consistent manner. This course is being offered via the nationally recognized **Development Dimensions International (DDI)**

There is a charge of \$50 per person for materials. Enrollment drop period two weeks before scheduled course. Attendees still enrolled in course as of this date will be charged for the materials ordered.

Course Instructor: Leadership Development Staff
Date & Time: 6/20 1p-5p
Location: Courtland Maitland Training Room
Registration Info: Go to Net Learning Student Interface

MANAGING PERFORMANCE PROBLEMS (DDI) – (Level 3)

Just one employee with chronic performance problems can drag down the performance and productivity of the whole team. It then dominates the leader's time and leads to frustration and stress. This course is designed to build your skills in handling chronic performance, work-habit problems and serious misconduct concerns.

This course is being offered via the nationally recognized **Development Dimensions International (DDI)**

There is a charge of \$50 per person for materials. Enrollment drop period is two weeks before scheduled course. Attendees still enrolled in course as of this date will be charged for the materials ordered.

Course Instructor: Leadership Development Staff
Date & Time: 6/27 1p-5p
Location: Courtland Training Room
Registration Info: Go to Net Learning Student Interface



ASSERTIVE COMMUNICATION

Are you behaving passively? Do you need help capturing the attention of someone who doesn't want to listen to you? Assertive communication is a behavior or skill that helps you to communicate, clearly and with confidence, your feelings, needs, wants and thoughts, all while remembering to acknowledge the needs of others.

Course Instructor: Jennifer Sherman

Dates & Time: 5/31 1p-3p, 6/30 1p-3p

Location: Courtland Training Room

Registration Info: Go to Net Learning Student Interface

COMMUNICATING AND CONNECTING EMPLOYEES TO THE STRATEGY

The Strategic Innovation Agenda (SIA) is the business strategy for Florida Hospital. It is designed to provide Florida Hospital with focus and direction over the next three to five years as we move forward in our vision to become a global pacesetter delivering pre-eminent, faith-based health care. Participants will study the SIA and explore methods of bringing it alive in their realm of influence. Participants will assess their own culture of innovation, learn quick and easy ways to overcome static thinking, and leave with a rough plan for creating a culture of innovation in their departments.

Course Instructor: Jennifer Sherman

Dates & Time: 5/11 1p-3p, 6/22 1p-3p

Location: Courtland Training Room

Registration Info: Go to Net Learning Student Interface

CONFLICT RESOLUTION: Win/Win

Conflict is expensive, counter-productive, time consuming, and labor intensive. It starts by reducing productivity and adding increased stress to employees while decreasing their well-being. In this course you will learn how you can avoid conflict from developing as well as methods you can use to resolve conflicts that are occurring and affecting your work environment.

Course Instructor: David Goodridge

Dates & Time: 5/19 8a-10a, 6/28 8a-10a

Location: Courtland Maitland Training Room

Registration Info: Go to Net Learning Student Interface

HORIZONTAL VIOLENCE

Horizontal violence is endemic in the workplace culture and is an unacceptable and destructive phenomenon. It is a way that employees deal with frustrations and anger towards coworkers who are on the same level within the organization's hierarchy. It is a type of negative behavior that can lead to job dissatisfaction and increased turnover. Discover the signs, symptoms and solutions to this phenomenon.

Course Instructor: David Goodridge

Dates: 5/31, 6/23

Time: 8:00am-10:00am

Location: Courtland Training Room

Registration Info: Go to Net Learning Student Interface

WORKFORCE ENGAGEMENT LEADERSHIP DEVELOPMENT TRAINING

This course has been designed for both the newly appointed as well as the experienced leader. This course will present a review of the importance and relevance of the Gallup Survey and its impact in the effective management and leadership of the organization. During this presentation, attendees will have the opportunity to experience a detailed review and/or study of the Employee Engagement Results document. Discussion includes what great managers do in promoting a healthy, fulfilling, positive and satisfying workplace as well as current challenges in the workplace and how the Gallup Survey can assist us in navigating through them. Participants can expect to gain insight on moving into the future and towards higher levels of operational excellence.

Course Instructor: Rafael Ramia, Jr., PHR

Dates: April 29; May 13

Time: 8AM – 11AM

Location: First Floor Maitland Training Room

Registration Info: Go to Net Learning Student Interface



HUMAN RESOURCES CLASSES

COMPENSATION

This course covers pay grades, job classification, promotions, demotions, merit increases, market adjustments, status changes and other wage-related information. This session is highly recommended for those with staff management responsibilities.

Course Instructor: Lori Hunter, PHR
Dates: 4/21, 5/17, 6/21
Times: Check Net Learning for specific times
Location: RSC Training Room, 4th floor (711 East Altamonte Drive)
Registration Info: Go to Net Learning Student Interface

PERFORMANCE MANAGEMENT

The annual Performance Management process is the opportunity for managers and their staff to review progress toward performance-related goals. This educational session will provide guidance to management regarding the performance review process. The updated performance review form, revised pro-ration schedule and additional performance templates will be reviewed. This class is recommended for anyone conducting annual evaluations.

Course Instructor: Fiona Ghosn, PHR
Dates: 4/28, 5/3, 5/12, 5/17, 5/26, 6/7, 6/23
Times: Check Net Learning for specific times
Location: RSC Training Room, 4th floor (711 East Altamonte Drive)
Registration Info: Go to Net Learning Student Interface

JOB DESCRIPTIONS AND POSITION ANALYSIS

This seminar provides guidance on writing effective, accurate job descriptions and the data needed for position analysis and classification. This is recommended for managers, department educators or designees.

Course Instructor: Lori Hunter, PHR
Dates: 4/21, 5/19, 6/16,
Times: Check Net Learning for specific times
Location: RSC Training Room, 4th floor (711 East Altamonte Drive)
Registration Info: Go to Net Learning Student Interface

ACTION BASED INTERVIEW SKILLS

(formerly called CarePix)

The purpose of this training is to teach individuals how to conduct an Action Based Interview and utilize the tools available to ABI certified interviewers. Along with the in person class training, an online CBL and a final test need to be completed in order for you to be fully ABI trained. You should receive further instructions about this once you enroll for an ABI class. This training is open to all employees who will be involved in the ABI process.

Course Instructor: Arlene Reyes/June Stovall
Dates: 4/20, 5/4, 5/24, 6/7, 6/29
Time & Location: Check Net Learning for specifics
Registration Info: Go to Net Learning Student Interface

Finance 102

This Computer Based Learning (CBL) course will show a user how to get and read financial statements and labor tracking reports out of First Look. Available via Net Learning

ADVENTIST HEALTH SYSTEM CORPORATE COURSES

SHARE & SERVICE CLASSES

SHARE customer service training that includes mission, service, loyalty, and specific behaviors that will help you care for others.

There is a full schedule of classes available for anyone interested. For AHS classes, please contact Milenka at 407-975-1416.