

Course Schedule January - June 2010

February

1	Laughter Yoga
3	Action Based Interview Training
5	Horizontal Violence
10 & 23	NLE
12	Workforce Engagement
15	The Art of Listening
16	Business Etiquette
17	Critical Thinking
18	HR – Job Desc. & Position
24	HR – Compensation
24	HR – Performance Mgt.
24	Humor in the Workplace
25	Workforce Engagement
25	Action-Based Interviewing
26	Adult Learning Theory

March

2	HR – Job Desc. & Position
4	Action Based Interview Training
16	HR – Compensation
16	HR – Performance Mgt
16	Workforce Engagement
17	Needs Assessment
17 & 23	NLE
18	Business Planning For Nurses
18	Action Based Interview Training
19	Recognition
23	Coaching For Improvement
25	Fundamentals of Coaching
25	Workforce Engagement
31	Assertive Communication

April

1	Workforce Engagement
5	HR – Job Desc & Position
6	Five Dysfunctions of a Team
16	Workforce Engagement
20	HR – Compensation
20	HR – Performance Mgt
22	360-Degree Leadership
27	Emotional Intelligence
29	Win-Win Conflict Resolution
21 & 28	NLE

May

10	HR – Job Desc. & Position
18	HR – Compensation
18	HR – Performance Mgt.
18	NLE
20	Administrative Techniques
25	Recognition
26	Effective Risk Taking
27	Responsibility and Accountability

June

7	HR – Job Desc. & Position
15	How Full Is Your Bucket?
16 & 23	NLE
17	HR – Compensation
17	HR – Performance Mgt
17	Dealing With Difficult People
23	Effective Meetings

Course Descriptions and Complete Details:

NEW LEADERS' EXPERIENCE (NLE)

(Required 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 – details to be provided.

Dates: January 20 & 26
February 10 & 23
March 17 & 23
April 21 & 28
May 18 & 26
June 16 & 23

Times: Day 1: 8:00 AM – 4:30 PM
Day 2: 10:00 AM – 4:30 PM

Participants: FH leaders

Registration: Go to Net Learning Student Interface

COMMUNICATOR

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

Times: 7:30am – 8:45am

Location: 1919 N. Orange Avenue (Imagination Station)

Registration / Email: FH.Toastmasters@flhosp.org

THE ART OF LISTENING

Do you listen well? Learn the art of really listening to the people you come in contact with each day. Discover the principles of effective listening and how they can change the dynamics of your conversations that matter!

Course Instructor: Kathy Mitchell, BA

Dates: February 15, 2010

Time: 9am – 11am

Location: First Floor Maitland Training Room

Registration Info: Go to Net Learning Student Interface



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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, PHR
Dates: March 31, 2010
Time: 1pm – 3pm
Location: First Floor Maitland Training Room
Registration Info: Go to Net Learning Student Interface

HUMOR IN THE WORKPLACE

How to keep your sanity in this crazy economy, stressful times at work, and when your family keeps you busier than your boss! Adding a touch of humor to everyday interactions is a survival strategy you just can't DO without! This class will give you some insight on using humor at work and at home.

Course Instructor: Joanie White, RN
Dates: February 24, 2010
Time: 1:00 p.m. – 3 p.m.
Location: First Floor Maitland Training Room
Registration Info: Go to Net Learning Student Interface

WIN-WIN

Win / Win is a frame of mind and heart that constantly seeks mutual benefit in all human interaction. It means that the agreements or solutions reached are mutually beneficial, mutually satisfying. With a win / win solution, all parties feel good about the decision and feel committed to the action plan. It sees life as a cooperative and not a competitive arena. Win / Win is a belief in the Third Alternative. It is not your way or my way; it is a better way, a higher way. Discover ways to incorporate win/win into your team's success!

Course Instructor: June Stovall, BA and Jennifer Sherman, PHR
Dates: April 29, 2010
Time: 1pm – 3pm
Location: First Floor Maitland Training Room
Registration Info: Go to Net Learning Student Interface

ORGANIZER

HOW TO PLAN A PRODUCTIVE MEETING

Meetings can be a waste of time or the most productive time of your day! Learn how to plan and execute a successful meeting, from reserving the room, to creating the agenda, to making decisions as a group to preparing minutes. Discover the pitfalls to avoid!

Course Instructor: Kathy Mitchell, BA
Date: June 23, 2010
Time: 8am – 10:30am
Location: First Floor Maitland Training Room
Registration Info: Go to Net Learning Student Interface



ADMINISTRATIVE TECHNIQUES

It is important that administrative professionals improve and learn ways to increase and maintain their value in the workplace and to the managers and executives that they support. This program covers time management, work/life balance, organizing skills, office politics and improving the employee/boss relationship.

Course Instructors: Kathy Mitchell, BA
Date: May 20, 2010
Time: 9am – 11am
Location: First Floor Maitland Training Room
Registration: Go to Net Learning Student Interface

PRODUCER

INTRO TO FIRST LOOK

This course will give a general overview of how to navigate the First Look Portal Page. It will cover most commonly accessed reports in First Look to help give the user an idea of the actionable information available as well as the functionality of the dashboards. Participants: FH leaders and all employees at manager discretion

For dates, times, location and registration information: To be determined

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

360 LEADER

360 Leaders influence people at every level of the organization by building relationship with members of their own team as well as leaders in other areas. In this course you will learn to Lead Up, Lead Down, and Lead Across helping to develop your influence from wherever you are in the organization.

Course Instructor: Sandy Swearingen, PhD., RN
Date: April 22, 2010
Time: 1pm – 3pm
Location: First Floor Maitland Training Room
Registration Info: Go to Net Learning Student Interface

BUSINESS PLANNING FOR NURSES

A business plan is a tool to guide the development and operation of a new service, a new piece of equipment, or a new business opportunity. This class will provide nurses with the basic skills and tools needed to create a business plan; help you to identify when a business plan is needed; describe the important components of a business plan; and define key terms associated with a business plan.

Course Instructor: Sandra Swearingen, PhD, RN
Date: March 18, 2010
Time: 9am – 12pm
Location: First Floor Maitland Training Room
Registration: Go to Net Learning Student Interface



TEAM BUILDER

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

Date: Feb 12 (8AM – 11AM); Feb 25 (1PM-4PM); March 16 (1PM-4PM);
Mar 25 (1PM-4PM); April 1 (1PM-4PM); April 16 (8AM-11AM)

Time: (as listed above with each date)

Location: First Floor Maitland Training Room

Registration Info: Go to Net Learning Student Interface

EMPLOYEE RECOGNITION

This training session is designed to help leaders enhance or gain the recognition skills and tools needed to make an immediate impact in their departments with little-to-no money or time required. This is an interactive course utilizing activities, discussions and role playing to teach and enforce these skills. Studies show that employees who feel appreciated are more loyal, productive, engaged, and perform better. It is recommended that you view the "Creating A Culture of Recognition" training presentation before attending this course (presented to FH leaders in 2009) on the HR Intranet Site/Management Portal/Employee Recognition. (Course creator: Bob Nelson, PhD).

Course Instructors: June Stovall, BA and Jennifer Sherman, PHR

Date: March 19, 2010 (AHS Corporate) 9am-12pm or May 25, 2010 (Maitland Training room) 1pm-4pm

Registration Info: Go to Net Learning Student Interface

FUNDAMENTALS OF COACHING – (LEVEL 1)

This is an introductory course on the benefits of coaching and the importance of constructive feedback in the workplace. Coaching unlocks a person's potential to maximize their own performance. This class will lay a foundation that will guide the beginning coach on how to assist the coachee in building awareness, responsibility, accountability and belief in the ability to improve performance. If you want to be a catalyst for positive change in your staff and help them to be the best that they can be, you are invited to attend!

Course Instructor: June Stovall, BA and Kathy Mitchell, BA

Date: March 25, 2010

Time: 9am – 11:30am

Location: First Floor Maitland Training Room

Registration Info: Go to Net Learning Student Interface

FIVE DYSFUNCTIONS OF A TEAM

There are many reasons why teams are not successful, but this program focuses on immediate steps on how to build a solid foundation for your team's success. This program is for team leaders and team members alike.

Course Instructor: Gary Owens, MSSSL

Date: April 6, 2010

Time: 9am – 12:00pm

Location: First Floor Maitland Training

Registration Info: Go to Net Learning Student Interface



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MODEL

HOW FULL IS YOUR BUCKET?

Learn how our behaviors can positively or negatively impact our interactions with others. The metaphor of a bucket and a dipper are used to demonstrate the impact of positive interactions vs. negative. This principle works in the areas of business, management, marriage and other personal relationships and in parenting.

Course Instructor: Kathy Mitchell, BA

Date: June 15, 2010

Time: 9am - 11am

Location: First Floor Maitland Training

Registration Info: Go to Net Learning Student Interface

EMOTIONAL INTELLIGENCE

Increase your awareness of how your emotions impact everyone around you and how you can use emotions intelligently to get the most from your team and your staff. Develop your own action plan to improve your EI!

Course Instructor: Kathy Mitchell, BA

Date: April 27, 2009

Time: 8am – 10am

Location: First Floor Maitland Training Room

Registration Info: Go to Net Learning Student Interface

BUSINESS ETIQUETTE

Learn the power of first impressions and how the appropriate use of social skills can assure your success! Review how to behave in a given situation and put people at ease.

Course Instructor: Kathy Mitchell, BA

Date: February 16, 2010

Time: 9am – 11am

Location: First Floor Maitland Training Room

Registration Info: Go to Net Learning Student Interface



LAUGHTER YOGA

Got stress? Laughter is a powerful antidote to stress, conflict, and pain. Nothing works faster to bring your body and mind back into balance than a good laugh.

Invented by a physician, Laughter Yoga is a unique form of aerobic exercise that combines simple laughter exercises with yoga breathing techniques to promote increased oxygenation of the body and brain, improved health, positive emotions, and joy. It is safe, easy, fun, and based on hundreds of scientific research studies that show the powerful benefits of laughter on both the body and mind!

Please wear comfortable clothing and shoes for this class, as you will be moving around (and laughing!) You will not be doing traditional yoga poses/postures, but a portion of the class will be on the floor, so bring a mat if you wish. **No sense of humor required—only a willingness to laugh!**

Class limited to 30 participants

Course Instructor: Patricia Conklin, BS, Certified Laughter Yoga Leader

Date: February 1, 2010

Time: 10am – 11am

Location: Altamonte Campus Building 6 (Next to Dunkin' Donuts on 436)

Registration Info: Go to Net Learning Student Interface

INNOVATOR

CRITICAL THINKING

Why are you reading this description? It's because you want to know more about this class. You are on your way to a learned behavior called critical thinking! This class is designed to introduce the concept of critical thinking and its application in your life. You will learn new skills about thinking and sharpen those you already have. Are you ready to think critically? If you are answering that in your mind, you're ready.

Course Instructor: Gary Owens, MSSL

Date: February 17, 2010

Time: 9am – 12pm

Location: First Floor Maitland Training Room

Registration Info: Go to Net Learning Student Interface

EFFECTIVE RISK TAKING

Fear of failure is probably the biggest barrier to taking risks both in your career and in your life. Leadership always requires some level of risk taking. Risks are necessary to make changes happen and there will always be both personal risk, risk to followers as well as risk to the organization or group involved. However, taking risks encourages innovation and originality, helps promote employee engagement and presents people and organizations with an opportunity to improve the way they deliver goods and services.

Course Instructor: Kathy Mitchell, BA

Date: May 26, 2009

Time: 8:00 – 10:00

Location: First Floor Maitland Training Room

Registration Info: Go to Net Learning Student Interface



STAFF DEVELOPER

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.

Course Instructor: Gary Owens, MSSL and Jennifer Sherman, PHR

Date: March 23, 2010

Time: 8am – 12pm

Location: First Floor Maitland Training Room

Registration Info: Go to Net Learning Student Interface

GROWING RESPONSIBILITY AND ACCOUNTABILITY

Some employees refer to accountability as a leadership responsibility, those who accept responsibility when a project goes off course. True accountability however involves employees taking ownership of their work and viewing their jobs as pivotal stakeholders would. Do your employees bring an "ownership mentality" to the job with them every day? Learn how developing this mindset amongst your staff can give meaning to their contributions.

Course Instructor: Jennifer Sherman, PHR

Date: May 27, 2010

Time: 1pm – 3pm

Location: First Floor Maitland Training Room

Registration Info: Go to Net Learning Student Interface

DEALING WITH DIFFICULT PEOPLE

Are your employees getting more difficult or is it you? Learn how to identify and address these personalities in every department. Become skilled at real life strategies to help you and your teams cope.

Course Instructor: Jennifer Sherman, PHR

Dates: June 17, 2010

Time: 1pm – 3pm

Location: First Floor Maitland Training Room

Registration Info: Go to Net Learning Student Interface

EDUCATE THE EDUCATOR

ADULT LEARNING

This program will cover the motivations of the adult learner; barriers to adult learning; four critical elements of learning; motivation in adult learning; reinforcement for adult learners; retention of knowledge in the adult learner; transference; andragogy; the learner's need to know; the learner's self-concept; the role of the learner's experience; a student's readiness to learn; the student's orientation to learning; the student's motivation to learn; and the roles of the instructor in the learning process.

Course Instructor: Sandra Swearingen, PhD, RN

Dates: February 26, 2010

Time: 9am – 11am

Location: First Floor Maitland Conference Room

Registration Info: Go to Net Learning Student Interface



BASIC NEEDS ASSESSMENT

This class will help educators to appreciate the intent and value behind conducting a needs assessment, developing needs statements, preparing instructional goals and conducting a goal analysis. This class will help the educator to initiate the design of effective instruction and develop instructional materials. It will classify instructional goals in the following domains: intellectual, skill, verbal information, psychomotor skill and attitude. In discussing goal analysis you will be able to identify major steps to accomplishing instructional goals.

Course Instructor: Sandra Swearingen, PhD, RN

Dates: March 17, 2010

Times: 1pm – 3pm

Location: First Floor Maitland Conference 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: Jan 18; Feb 24; Mar 16; Apr 20; May 18; Jun 17, 2010

Time: 8:30 – 9:30 each date

Location: First Floor Maitland Training

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: Jan 18; Feb 24; Mar 16; Apr 20; May 18; Jun 17, 2010

Time: 9:30 – 10:30 each date

Location: First Floor Maitland Training

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: Jan 12; Feb 18; March 2; Apr 5; May 10; June 7, 2010

Time: 8:30 – 10:30 each date

Location: First Floor Maitland Training

Registration Info: Go to Net Learning Student Interface



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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

Dates: January 19 (9a-12p), February 3 (1p-4p), February 25 (9a – 12p), March 4 (1p-4p),
March 18 (9a-12p)

Location: Maitland or Orlando (Details are provided in Net Learning)

Registration Info: Go to Net Learning Student Interface

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 these and other classes, please use the link below. If you need assistance, please contact Yasmin at 407-975-1416. Check the link below for class availability.

<http://corporate.intranet.ahss.org/TrainingEducation/WELCOME/tabid/3930/default.aspx>