

Compassionate Leader Certificate Program

UNC Health Care College of Leadership Excellence



**Compassionate
Leader
Strengthening
Personal Leadership**

Audience: All employees: Clinical and non-clinical

Certificate Requirements: **35 hours**, no time limit for completion. (All classes must be from Learning and Organizational Development).

Overview: This highly participative certificate program focuses on developing personal leadership skills through communication, coaching and teambuilding to enhance motivation and productivity of self and others.

Objectives

1. Enhance your professional skills with a special emphasis on communicating with compassion
2. Understand and use your strengths to motivate and inspire others
3. Learn foundational leadership principles and skills

Core Courses

The following core courses must be completed. Choose an additional **10 elective hours** from our open enrollment courses to fulfill the 35 hour requirement for certificate completion.

- Building on Strengths (**6 class hours**)
- Leading with Compassion (**3 class hours**)
- Oops: Tips for Service Recovery (**3 class hours**)
- Pay It Forward: Serving Our Internal Customers (**4 class hours**)
- Service Excellence Begins With You (**3 class hours**)
- Totally Responsible Person (**6 class hours**)



"Take what you learn and make a difference with it."

Unknown

Excellent Reasons to Participate

Flexible and Innovative Course Design

You may choose to pursue a formal certificate path or, for maximum flexibility, you may simply choose individual “open enrollment” classes. Choose what best fits your schedule and supports your current or future career goals.

Whichever choice you make, you will have the opportunity to experience a variety of learning experiences and delivery methods, including lecture, small and large group discussions, interactive activities, simulations, case studies, and role-playing.

Ideas with Immediate Impact

You will learn practical new ideas and be challenged to apply them in your own work. Experience the sense of accomplishment by seeing the results of your learning put into action.



Valuable Networking Opportunities

You will participate in courses with employees from many different departments within the UNC Health Care system. This internal network will provide you with a wealth of information, new perspectives, and personal connections which will promote teamwork and increase your effectiveness in getting things done across the organization.

Be Recognized

As a graduate of one of our certificate programs, you will be invited to attend a special ceremony to celebrate your accomplishments hosted by one of our executive team leaders every January. In addition, you will receive a certificate of completion and other opportunities to be recognized by team members -within the UNC Health -Care system.

How to Register for Compassionate Leadership Certificate Program

- Print your application form attached to this flyer
- E-mail (vicky.coerper@unchealth.unc.edu), fax (919.784.6153), or inter-office it to Vicky Coerper c/o UNC Health Care LOD Dept., 5221 Paramount Parkway, Suite 130, Morrisville, NC 27560

After submitting the application form and receiving your manager’s approval, your acceptance is automatically confirmed.

There is no time limit for certificate completion. Register in LMS for each core and elective course in your certificate program to meet the certificate hour requirements at a time that fits with your availability. Classes can be taken in any sequence that is convenient for you.

Class registration is on a first come, first serve basis.

Rex Healthcare is an approved provider of continuing nursing education by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Compassionate Leadership

Core Course Descriptions

Course	Description
Building on Strengths	Through the use of a personality assessment participants will develop knowledge and skills to communicate effectively and build better relationships both in and out of the workplace.
Leading with Compassion	In this class, participants will develop the skills to <i>communicate compassion</i> so that others feel supported and cared for as human beings, even in the midst of complex and sometimes mysterious surroundings. Participants will apply four basic elements of compassion: attention, acknowledgement, affection, and acceptance.
Oops: Tips for Service Recovery	We are in the business of serving others. Sooner or later we all experience challenges when our service comes up short. What happens when something goes wrong? How do you solve the problem? More importantly, how do you “recover” customer loyalty so your patient/co-worker/physician is satisfied and wants to continue to do business with you?
Pay It Forward: Serving Our Internal Customers	The quality of internal service has a strong impact on external customer satisfaction. Learn to build your skills in six dimensions of internal customer service. Participants will evaluate how well they meet the challenges of providing excellent service within the organization and learn which behaviors are effective in improving internal service
Service Excellence Begins with You	Every interaction makes an impression. “Moments of truth” are those interactions that create a positive or negative impression in the mind of our customers, whether it is a patient, co-worker, or physician. A key factor to success is to provide exceptional customer service so every interaction exceeds customer’s expectations. Attendees will come away with strategies to apply principles of service excellence.
Totally Responsible Person	TRP teaches how to stay positive, productive and effective, no matter what the circumstances! Participants learn to handle the “victim mentality” and emotions that impede productivity and performance.

Elective Course Descriptions

Course	Description
Active Listener	Did you know that active listening can improve customer service by 50%? Did you realize that 85% of what we know we learned by listening? The participant will practice techniques to sharpen their listening skills and improve their communication in the workplace.
Adapting to Change	Change is an inevitable part of our lives. In this class, individuals will assess their capacity to adapt to the changes going on in the work environment and discover skills for thriving amidst the change around us.
Business Etiquette	Webinar: Have you ever found yourself at a loss of how to react to a business situation?

	<p>Brush up on important business etiquette principles and learn strategies to help develop and maintain relationships that benefit both you and your organization. Without leaving your workplace, you can attend this one hour session to learn tips and techniques to: Dress the part, Master introductions, Handle business meals and parties, Give and receive gifts, including thank-you notes and Use telephone, fax and email protocol</p>
<p>Communicating with Tact and Diplomacy</p>	<p>It's a fact: The ability to communicate effectively can make or break your career. That probably comes as no surprise to you, because as a professional today you've seen time and again how people who have first-rate communication skills go farther faster in their organizations than those who don't. But contrary to popular belief, the ability to communicate with finesse and diplomacy isn't a gift that some are born with and the rest of us lack. It's a skill that can be learned and mastered, just like any other skill.</p> <p>Build essential communication skills by learning:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Techniques to communicate diplomatically in a variety of tough situations <input type="checkbox"/> Tips to building skills to strengthen relationships at work. <input type="checkbox"/> How to avoid common mistakes of email communication that detract from a professional image.
<p>Crucial Conversations</p>	<p>In this program, participants will learn methods for handling conversations when the stakes are high, opinions vary, and emotions are strong.</p>
<p>Dealing with the Dreaded "C"</p>	<p>Webinar: Learn the five things NOT to do in a conflict. Foolproof ways to keep emotions in check so differences will get resolved quickly. Secrets to taking the dread, fear and anxiety out of conflict</p>
<p>Emotional Intelligence</p>	<p>Research has shown that leaders who excel in emotional intelligence skills achieve not only superior business results, but also have higher levels of personal fulfillment and increased well-being. Learn to build your Emotional IQ in a fun and interactive class while "at the Movies."</p>
<p>Handle Emotions Under Pressure</p>	<p>Webinar: "We are what we reportedly do..." ~ Aristotle Emotional control is vital to your success at work and in life.</p> <p>Without leaving your workplace, you can attend this one hour session to learn:</p> <ul style="list-style-type: none"> • The positive and negative effects of emotion in the workplace • Changing how you respond, even when your mind doesn't want to • How to neutralize paralyzing emotions • Overcoming tears, anger rage, and self-pity • The 3-step ACE method of conflict resolution • How-to's for dealing with backstabbing, gossip, and resentment • Active listening skills guaranteed to give you the upper hand • 3 ways to easily deal with the big "A" - anger • Stress and burnout: tips for keeping them at bay
<p>Leading Across Boundaries: Friday Night in the ER</p>	<p>Friday Night at the ER® is a fun, engaging learning activity that has helped hundreds of people in organizations learn the key principles of systems thinking, collaboration and team learning. This workshop uses a board game format, with each participant playing the role a department manager in a hospital. The game simulates the challenges of managing a hospital department on a typical day.</p>

Situational Leadership	Learn to diagnose different situations in the workplace and determine the appropriate leadership style for achieving optimal results. Participants will determine how to lead coworkers who are developing in their skills as well as what to do when a coworker's job performance slips.
Who Wants to Lead an Effective Meeting?	In the busy workday, everyone's time is precious. Meetings can be efficient and effective if some basic planning is involved. The participant will practice tips to organize and conduct a meeting that will produce desired outcomes.

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Application Form

Please copy your manager on this application form.

Name:	Department:	Date:
Position:	Phone:	Manager's Name:
Email:	Entity:	
What skills/ knowledge do you plan to develop by participating in this program?		
Do you have your manager's approval to participate in this certification program? <input type="checkbox"/> Yes <input type="checkbox"/> No		
<i>Please email, your form to Vicky.Coerper@unhealth.unc.edu, or fax to Learning & Organizational Development Department (919)784-6153, or mail to UNC Health LOD Dept, 5221 Paramount Parkway, Suite 130, Morrisville, NC 27560</i>		

Thank you for your application.

We assume that you have your manager's approval at the time you submit this application form. There is no time limit for certificate completion. Register in LMS for each core and elective course in your certificate program to meet the certificate hour requirements at a time that fits with your availability. Classes can be taken in any sequence that is convenient for you.

Class enrollment is on a first come, first serve basis.

Please track your hours and notify the Learning & Organizational Development department when you have met your certificate hour requirements to receive your certificate upon graduation.

Completion of this certificate path is not a promise of future promotion at UNC Health Care.

