

Professional Staff Development

Non-supervisor/management staff only

Please check with your supervisor/manager to make sure you can commit to attending all 5 sessions

Location: Laurel Heights
Regent's Room
8:30-12:30

Thursday Series

September 25 —Understanding Prof. Success

October 2—Communicating for Success

October 9—Maintaining Customer Focus

October 16—Systems Thinking

October 23—Planning Your Success

Fee: \$125

Register Now At

[https://
learningcenter.ucsfmedicalcenter.org](https://learningcenter.ucsfmedicalcenter.org)

Contact: Cheryl.Huddleston@ucsf.edu for questions

Take charge of your development

Improve your current skills to develop for the future

Discover competencies essential to success in any job

The Professional Staff Development (PSD) program is a multi-session, interactive, competency-based professional development program for UCSF non-supervisor/management staff.

Understanding Professional Success

Discover basic professional competencies that are a foundation for success in any job, such as professionalism, adaptability, teamwork, accountability, customer focus and communication.

Communicating for Success

Build on your communication skills with enhanced listening, preparing for difficult conversations, and better, more constructive feedback.

Maintaining Customer Focus

Develop your customer service skills to include better ways to explore needs, set expectations, respond positively, build better colleague relationships, and delight your customers with fantastic service.

Systems Thinking and Problem Solving

Learn how to uncover the causes of problems, develop solutions that take into consideration multiple perspectives and priorities, and overcome the barriers that prevent effective problem solving.

Planning Your Success

Take charge of your professional development by beginning work on an action plan to enhance both current strengths and areas in need of development.



University of California
San Francisco