

## Professional Staff Development



### Dates

- Session 1: April 20
- Session 2: April 27
- Session 3: May 4
- Session 4: May 11
- Session 5: May 18

**NOTE: You must commit to all 5 sessions.**

### Who Should Attend?

- Any non-supervisory staff. Note: approval from your supervisor is required.

### How To Register

1. Go to [UC Learning Center](#)
2. Enter your 9-digit Employee ID and click on Login.
3. In the Catalog Search field at the upper left, type "PSD".

### Questions?

Contact: [Laura.Erkeneff@ucsf.edu](mailto:Laura.Erkeneff@ucsf.edu)

### Location

All sessions take place @  
Laurel Heights - Regent's Room  
3333 California Blvd., San Francisco  
**8:30-12:30pm**

**Full Series Fee: \$125.00**

### Overview

Take charge of your own development and the future of your career. This 5 part series introduces you to 10 competencies that are essential to succeed in any job.

You will have the opportunity to learn alongside your peers and share best practices as you progress through each course. (See course descriptions on pg. 2).

Each course is 4 hours long and they take place once a week for 5 weeks.

Through in-class activities, discussions, assessments, and on-the-job assignments you will acquire the knowledge and develop the skills to identify your strengths as well as opportunities for improvement in order to grow professionally.

### Learning Outcomes

After completing the series you should be able to:

- Take charge of your own professional success.
- Meet the challenges of a changing workplace.
- Highlight your current strengths and areas of potential development.
- Enhance competency in communication, customer focus, systems thinking and problem solving.
- Create a plan for continual development.

## Course Descriptions

1

### 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.

2

### Communicating for Success

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

3

### 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.

4

### 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.

5

### 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.