Change Management  
November 15, 2007, 9:00 AM - 12:00 PM  
Facilitator: Ed O’Neil  
Location: Laurel Heights  
Registration Link: http://futurehealth.ucsf.edu/Leadership/Default.aspx?tabid=1086  
In today’s rapidly evolving health care environment, it is critical for managers, leaders and administrators to manage change strategically and effectively. This three-hour workshop will lead the participants through the process of facilitating change in their organization by clarifying and using core values, embracing the capacity for creativity in the development of responses, translating these into strategies, building alignment and effectively communicating their vision.

Project Management: The Basics  
December 6, 2007, 8:00 AM – 12:00 PM  
Facilitator: Dave Gootee, MBA, MHA  
Location: Laurel Heights  
Registration Link: http://futurehealth.ucsf.edu/Leadership/Default.aspx?tabid=1095  
Have you recently been assigned a project or are managing a project but have not had formal project management training? If so, this class is for you! During this interactive session, you will cover all aspects of project management including defining scope, setting objectives, planning for uncertainties, developing budgets, allocating resources, managing teams, using tools to manage your project and closing out your project. Participants bring current projects to the class to use in the hands-on exercises. By the end of the session, you will have the basic project management help you need to get your project off the ground and running, as well as provide you with the necessary tools to gain credibility when speaking with senior management.

Managing Conflict Effectively  
January 10, 2008, 9:00 AM – 12:00 PM  
Facilitator: Ed O’Neil, PhD, MPA, FAAN  
Location: Laurel Heights  
Registration Link: http://futurehealth.ucsf.edu/Leadership/Default.aspx?tabid=1083  
Effectively managing conflict is an important aspect of every job. Whether you interact with internal colleagues, external partners, or patients, conflict management is essential to both high quality work and strong relationships. This three-hour session will use the Thomas-Kilmann Inventory to help participants understand their own and others’ conflict handling modes in order to improve their interactions with others.

Skillfully Engaging in Difficult Conversations  
January 22, 2008, 1:00 – 4:30 PM  
Facilitator: Brett Penfil, MA, MPH  
Location: Laurel Heights  
Registration Link: http://futurehealth.ucsf.edu/Leadership/Default.aspx?tabid=1107  
Difficult conversations are interactions we know we need to have but many of us tend to avoid - often because we feel too anxious or frustrated to engage. Or, we may engage in the conversation only to realize that it leads to more difficulty rather than to more understanding and problem-solving. Even with our practiced communication skills and best intentions, we all find ourselves face-to-face at some point - whether at work or at home - with interactions that challenge us. During this course we will identify what makes these conversations difficult and practice the skills that difficult conversations require, including self-awareness, working with emotions, and communicating with the other person to reach understanding and resolution.