

Cook Children's University

Collaboration • Kindness • Generosity • Respect • Safety • Imagination



“Elevating your experience and providing an engaging learning environment for your professional enrichment.”

Leadership Enrichment

Discover and elevate skills to strengthen leadership influence, foster collaborative relationships, increase productivity, and improve organizational effectiveness.

- Communication: Connect Through Conversations
- Coaching: Elevate Connection and Peak Performance
- Conflict Resolution: Foster Collaboration and Team Success
- Emotional Intelligence: Building Relationships and Connections
- Leadership Through the Lens of Dignity
- MAGIC: The Keys to Unlock Engagement
- Personality Puzzle: How We Connect with Each Other
- Power of Questions: Using Questions to Improve Communication and Connections

Online Courses

- Building and Leading Effective Teams
- Empowering Teams
- Leadership Essentials: Core Characteristics and Techniques
- Giving and Receiving Feedback

Coaching Enrichment

Individualized coaching sessions to elevate leadership skills, raise emotional intelligence, understand individual differences, improve communication, and navigate change. To schedule a coaching session: email Randi McKinney

Computer Courses

- ULearn for Managers (Virtual-led)
- PowerPoint, Excel, Outlook (Virtual-led)
- Skype, Zoom (Online CBT)
- (To find courses: Search Computer Training in ULearn)

Management Enrichment

Learn skills to manage and understand Cook Children's supervisory tactical and organizational procedures, policies, and processes.

- Affirmative Action: Interviewing Guidelines/ADAAA
- Behavioral Interviewing Skills and Techniques
- Fundamentals of FMLA/LOA for Leaders
- Human Resources and Employment Law
- Just Culture for Leaders
- Just Culture: Algorithm Work Session
- Kronos Advanced Scheduler for Managers
- Kronos for Managers
- Labor Relations (manager level & above)
- Managing Employee Behavior for Leaders
- Preventing Harassment in the Workplace for Leaders
- Zero Harm: Leadership Methods

Online Learning

- Workday
- Using Social Media

Additional courses on the next page...

Professional Enrichment

A variety of engaging learning experiences to elevate employee professional and personal development. In addition to scheduled classes, we offer many classes as team sessions.

Communication Engagement/Elevating the Experience

- Accountability: How to be a Great Teammate  **NEW**
- Dignity & the Power in Relationships
- Email in the Workplace: Best Practices for Digital Communication
- Fundamentals of FMAL/LOA for Staff
- Generational Connections
- Grammar Game: Sharpen Written/Verbal Communication
- Ouch! That Stereotype Hurts
- Peer to Peer Conversations
- Power of Teamwork (Team Session Only)
- Presentations with Impact
- Respect in the Workplace: Prevent Harassment & Bullying for Staff
- Treating Others with Dignity & Respect
- You are the Message: Understanding the Impact of Communication

Online

- Accountability in the Workplace
- Creating Positive Connections
- Engagement MAGIC for Staff
- Everyone Has a Story - Are You Listening? (PDF)
- Human Connection
- Listen to Elevate Every Experience
- Recognition Tips and Tool to Acknowledge Others and Express Appreciation (PDF)
- Remote Work: Make Working from Home Work for You
- Using Social Media

Patient Experience/Service Excellence

- Patient Experience: Balancing Professional Boundaries
- Patient Experience: Crisis Intervention and Helping Families in Difficult Times
- Patient Experience: LGBTQ+ Literacy and Awareness
- Patient Relations: Managing "Difficult" People and Situations (team session – contact Michele Mitchell)
- Foundations of Service Excellence (Classroom & Online)
- Our Promise Begins with Hello (Telephone/Customer Skills)

Organizational Skills/Process/Project Improvement

- Productive Meetings: Leading and Facilitating
- Process Improvement (a variety of courses and lean certification – search Process Improvement in ULearn)
- Project Rollout: Strategies for Successful Implementation
- Time Management: Increasing Personal Productivity
- Virtual Meetings: Leading and Facilitating in the Virtual Space

Research and Evidence Based Practice (EBP)

- Variety of interactive facilitator-led courses are available. Find all courses: Search Research/EBP on ULearn.

Safety and Quality

- Courses: Zero Harm and Safe Choices, Zero Harm: Respect and Safety, Zero Harm: Healthcare Safety Science

Wellbeing/Resilience/Change

- Health and Stress Management: Understanding the Connection  **NEW**
- Health and Stress Management: Emotions and Stress Resilient Personalities  **NEW**
- Navigating Change: The Human Side of Change (virtual request)
- Preventing Compassion Fatigue: Prescription for Sustaining Energy and Balance
- Vitamin BE: Using Mindfulness/Responding to the Moment
- Mindful Moments Audio Recordings (In ULearn)

Questions:

- Randi McKinney
- Elaina Warren
- Stacy Summerhill

MAGIC

- Amy Walker

PI Courses

- Shernette Kydd

More information on CookNet

- Cook Children's University Tab

ULearn Questions:

- ULearn@cookchildrens.org