**Leadership Excellence Training Series (LETS)**

**UI Health Care Organizational Overview**
- Provide an overview of the UI Health Care organization including the mission, vision, values, and structure.
- Summarize the financial model including funds flow, income and expenses.
- Summarize important policy resources including UI Operations Manual, UI Health Care policies, and department policies.
- Locate and evaluate employee engagement data (i.e. Press Ganey, Working at Iowa, etc.) and create a plan for improvement.
- Understand professionalism expectations.
- Understand appropriate use of email and best practices.
- Prepare for, organize, and lead meetings in a productive way.
- Explain why supervisors should understand the structure and direction of the organization to effectively communicate with staff.
- Share organizational and departmental messages with staff in a meaningful way.

**Leadership Essentials (Pace Palette)**
- Understand different leadership styles along with generational differences.
- Address conflict appropriately with staff.

**Understanding Laws Impacting HR & Public Employee Collective Bargaining in Iowa**
- Awareness of most frequently encountered employment laws in the workplace: FMLA, ADA, Age Discrimination in Employment Act and other protected classes covered by law.
- Understand Fair Labor Standards Act and basic pay practices.
- Using scenarios and group discussion, determine which employment law is applicable, how to address the situation, and determine the appropriate resources to assist with resolution.
- Using scenarios and group discussion, identify policies and best practices to address common difficult situations.

**Performance Management and Investigations**
- Identify policies and best practices to address common difficult situations.
- Manage performance using the appropriate process and resources.
- Prepare for and assist human resources with investigations.
- Maintain documentation including ePersonnel file and supervisory notes.

**Leading Your Team (Emotional Intelligence 2.0)**
- Understand the importance of emotional intelligence when leading a team.
- Relate how performance management and performance leadership impacts employee engagement.
- Navigate performance management and performance leadership discussions with staff.
- Assess team’s performance and deliver effective reviews.