Performance Factors mapped to SkillSoft Courses

An asterisk * next to the performance factor (underlined) means that it is a competency/factor included within UA’s Performance Appraisal. Online course topics follow and may be found within UA Employee E-Learning SkillSoft resources.

Access is available to UA Employees via UAOnline or at https://online.uas.alaska.edu/misc/skillsoft/ using your UA credentials.

1. Login to UAOnline http://uaonline.alaska.edu/
2. Click on “Employee Services” or the “Employee” tab and Press Enter.
3. Click on “Employee E-Learning”
4. Click on “SkillSoft”

You will see a warning that you are leaving the University web system. Click

5. The University of Alaska SkillSoft site is displayed

Performance Factors (underlined):

**Accountability**
• Working for Your Inner Boss: Personal Accountability
• A Primer for Ensuring Accountability

* Change Management
• Views on Organizational Change
• Preparing for Change
• Communication During Organizational Change
• Handling Organizational Change Simulation
• Starting the Change Process
• Managing the Change Process
• Integrating Change in Your Organization
• Leadership and Change
• Leading Change from the Front Line
• The Six Sigma Change Agent
• Creating Change, Gaining Allies

* Communication
• Communicating to Get Results
• Interpersonal Communications: The Process
• The Mechanics of Communicating Effectively
• Workplace Communication Skills
• Communicating for Results
• Leadership Communication Skills
• Communicating for Contacts
• Asserting Yourself Professionally
• Assertiveness from Inside to Outside
• Communicating Assertively Simulation
• Defining Emotional Intelligence
• Communication Business Etiquette
• Communication Skills to Fast-track Your Career
• Leadership Communication Skills

Written Communication
• Writing with Intention
• Avoiding Errors in Usage and Punctuation
• Avoiding Grammatical Errors in Business Writing
• Crisp Composition
• Writing to Reach the Audience
• Getting the Most from Business Documents
• The Writing Process
• Avoiding Errors in Usage and Punctuation

Conflict Management
• Manager's Performance Guide - Team Conflict Skills
• Resolving Conflict with Communication Skills
• Difficult People in the Workplace Environment
• How to Work with Aggressive People
• How to Work with Negative People and Procrastinators
• How to Work with Arrogant and Duplicitous People
• Working with and Managing Difficult People Simulation
• Effective Communication with Difficult Coworkers Simulation

Critical Thinking
• The Fundamentals of Effective Thinking
• The Role of Critical Thinking in Organizations
• Developing Fundamental Critical Thinking Skills
• Strategies for Facilitating Critical Thinking
• Critical Thinking Skills for Managing
• Organizational Scope of Critical Thinking
• Critical Thinking Strategies Simulation

* Decision-Making
• The Fundamentals of Effective Thinking
• Problem Framing
• Problem Solving: Generating Alternatives
• Making Decisions Dynamically
• Decision Making: Implementation and Evaluation
• Group Problem Solving and Decision Making
• Effective Thinking and Creative Problem Solving Simulation
• Rational Decision-making and Problem Solving Simulation
• Making Decisions Ethically
• The Role of Critical Thinking in Organizations
• Developing Fundamental Critical Thinking Skills
• Critical Thinking Skills for Managing
• Organizational Scope of Critical Thinking
• Critical Thinking Strategies Simulation
• Risk Basics

Delegation
• The Basics of Delegation
• Delegation: the Personal Approach
• Managing Delegation
• Delegating Effectively Simulation
• A Primer for Ensuring Accountability

Develop Self and Others
• Managing from Within: Self-empowerment
• Getting Results by Building Relationships
• Results and Teamwork without Authority
• Leading without Authority
• Obtaining Results from the Boss
• Goal Setting: Reaching Individual Goals
• Goal Setting: Goal Setting Tools for Managers
• Goal Setting: Organizational Goal Setting
• Improving Your Image

Emotional Intelligence
• Defining Emotional Intelligence
• Emotional Intelligence in the Workplace
• Emotional Intelligence and Teamwork
• Increasing Emotional Intelligence
• Emotionally Intelligent Leadership
• Emotional Intelligence at Work Simulation

* Ethics
• Making Decisions Ethically
• Business Ethics for Managers
• Business Ethics Simulation
• Understanding Organizational Ethics
Innovation
• Generating Creative and Innovative Ideas
• Evaluating Creative and Innovative Ideas
• Implementing Creative and Innovative Ideas
• Creativity and Innovation in the Workplace Simulation
• The Imperatives of Innovation and Leadership in Strategy
• Sustaining Competitive Advantage
• Planning and Implementing a Business Strategy

Interpersonal Communication
• Interpersonal Skills on the Fast Track
• The Process of Interpersonal Communication
• Effective Intercultural Relationships
• Effective Intergender Relationships
• Etiquette for Supervisors
• Etiquette at the Business Meeting

Setting and Meeting Goals
• Goals and Setting Goals
• Goal Setting - Goal Setting Tools for Managers
• Goal Setting - Goal Setting in the Organizational Environment

Leadership Presence
• Recognizing a Leader
• The Communication of a Shared Vision
• Leading by Enabling
• Communication and Leadership
• Coaching Performance
• Leadership and Change
• The Model Leader
• Growing from Management into Leadership Simulation
• Foundations for Business Execution
• Creating a Business Execution Culture
• Business Execution in Action
• Challenges of the 21st Century
• Organizational Culture and Leadership
• Energizing and Empowering Employees
• Leadership and the Knowledge Worker
• Leading Change from the Front Line
Management
• Foundations for Business Execution
• Creating a Business Execution Culture
• Sustaining Competitive Advantage
• The Imperatives of Innovation and Leadership in Strategy
• Taking on a Management Role
• Becoming a Manager: Responsibilities and Fears
• Becoming a Manager: Leading and Communicating
• A New Manager and the Company's Future
• Moving into a Management Role Simulation
• Tomorrow's Managers' Competencies
• Tomorrow's Managers' Development Tools
• Managing as Project Champion
• Crucial Skills for Tomorrow's Managers Simulation
• Managing Cross-Functions
• Managing For High Performance
• Managing Managers
• Managing Upward Relationships
• Customer Focused Management
• The EXCEL Acronym: Instilling Service Excellence

Mentoring
• Mentoring Effectively
• Mentoring as a Manager
• Implementing a Mentoring Program for the Organization
• Mentoring Strategies for the 21st Century
• Achieving Success: the Help of a Mentor
• Mentoring On-line
• Emotions, Mindsets and Coaching

* Organization and Planning
• Goals and Setting Goals
• Your Time and You
• Techniques for Improved Time Management
• Developing Excellent Time Management Habits
• Taking Control of Your Time Simulation
• Administrative Functions

* Problem-Solving
• The Fundamentals of Effective Thinking
• Problem Framing
• Problem Solving: Generating Alternatives
• Problem Solving and Process Management Tools
• Measurement: Assessment and Metrics
• Listening to Comprehend
• Introduction to Auditing
• Six Sigma Introduction

**Project Management**
• Communication Skills and Project Management
• Project Management Professional (PMP) PMBOK Guide Fourth Edition

**Quality Focus**
• Quality Systems, Models, and Theories
• Total Quality Management: Fundamentals
• Total Quality Management: Principles
• Continual Quality Improvement
• The EXCEL Acronym: Instilling Service Excellence
• Introduction to Six Sigma
• Quality Management: The Quality Management Process
• Quality Management: Quality Management Tools
• Quality Management: Business Process Improvement

**Strategic Focus**
• The Communication of a Shared Vision
• Organizational Culture and Leadership
• Foundations for Business Execution
• Creating a Business Execution Culture
• Business Execution in Action
• Business Execution Simulation
• Strategies for Facilitating Critical Thinking
• Thinking Strategically

* Supports Diversity
• The Reasons Why Diversity Matters
• Planning a Diversity Initiative
• Diversity: the Future
• Managing Diversity in the Workplace Simulation
• Employment and Labor Law
• Affirmative Action and the EEO (HRCI/PHR)
* Teamwork
  • Effective Team-building Strategies
  • Effectively Communicating in Teams
  • The Individual's Role in a Team
  • Participating in Teams Simulation
  • Emotional Intelligence and Teamwork
  • Team Conflict: The Seeds of Dissent
  • Team Dynamics
  • Analyzing Workplace War Zones
  • How to Work with Arrogant and Duplicitous People
  • The Path to Peace and Harmony

Time Management
  • Goals and Setting Goals
  • Your Time and You
  • Techniques for Improved Time Management
  • Developing Excellent Time Management Habits
  • Taking Control of Your Time Simulation