


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  Submit

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