

# Course Catalog



Q3, 2025



Scan the QR code or enter the link  
below for more information:

[covenanthealth.com/llid](https://covenanthealth.com/llid)



# Course Catalog

## New Leader Development

Our New Leader Development program is a required group of courses that teaches skills needed to become an effective and well-rounded leader and provides a toolbox of essential resources. Great leaders motivate, inspire and help develop those who report to them, while also making sure that the goals of the team align with the larger goals of the organization. Whether you have recently been promoted, or have been newly hired into a leadership position, you will be asked to participate in this program. We're here to support you!

**New Leaders, please register for the below classes in CovLearn at your earliest convenience by searching for the titles of each listing.**

The program includes the following classes:

- New Leader Development Day 1
- Behavioral Interviewing and iCims Introduction
- Crucial Conversations
- Employment Law
- Finance for New Leaders
- New Leader Compensation Training
- Performance Management
- Understanding Your PDP Results
- Clinical & Operational Excellence



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## Advanced Microsoft Teams (In-Person)

This advanced Microsoft Teams class is designed for users who are already comfortable with the basics and are ready to unlock the platform's full potential for collaboration and productivity. Participants will explore how to enhance their Teams experience through app add-ons that integrate with other Microsoft 365 tools and third-party services. The course will dive into advanced meeting and program controls, including managing breakout rooms, participant permissions, and live reactions. Attendees will also learn how to add structured agendas to meetings, enable and manage live transcription, and present using PowerPoint Live for a more dynamic delivery. Additionally, the class will cover how to create and deploy polls and forms to gather feedback and drive engagement during meetings.

[REGISTER >](#)


8/7, 9/4



1:30pm – 4:30pm

Building C  
Town Hall

## Advanced Microsoft Teams (Virtual)

This advanced Microsoft Teams class is designed for users who are already comfortable with the basics and are ready to unlock the platform's full potential for collaboration and productivity. Participants will explore how to enhance their Teams experience through app add-ons that integrate with other Microsoft 365 tools and third-party services. The course will dive into advanced meeting and program controls, including managing breakout rooms, participant permissions, and live reactions. Attendees will also learn how to add structured agendas to meetings, enable and manage live transcription, and present using PowerPoint Live for a more dynamic delivery. Additionally, the class will cover how to create and deploy polls and forms to gather feedback and drive engagement during meetings.

[REGISTER >](#)


7/24, 8/21, 9/18



1:30pm – 4:30pm



Microsoft Teams



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## ADA/ADAAA Training for Leaders

This training program provides leaders with a deeper understanding of the Americans with Disabilities Act (ADA) and the Americans with Disabilities Act Amendments Act (ADAAA), emphasizing the critical role leaders play in ensuring compliance and fostering an inclusive workplace environment. Participants will explore the legal framework of ADA/ADAAA, learn to identify reasonable accommodations, and understand the importance of proactive communication and support for employees with disabilities. This class is for managers and above.

[REGISTER >](#)

**September 3**


8:30am – 10:30am



Microsoft Teams



## Body Language

This course is based on the twenty-plus years of research and experience of former FBI agent and non-verbal communications expert, Joe Navarro. The student will learn how to identify and analyze the involuntary signals sent by the limbic brain through non-verbal communications.

[REGISTER >](#)

**8/13, 10/1**


8:30am – 11:30am



LLD - Thomas Classroom

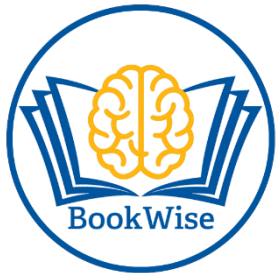


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## BookWise

A collection of bestselling leadership books reformatted into device-friendly learning modules. Each module is 100% online.

Learning and Leadership Development will release a new BookWise selection each month for the remainder of the year, covering topics such as culture, creative thinking, perseverance, conflict, strategy, and more.

Click any of the active buttons below to read the book description and enroll.

**APRIL**  
Culture Code >

**MAY**  
The Extended Mind >

**JUNE**  
When >

**JULY**  
How to Change >

**AUGUST**  
Loonshots >

**SEPTEMBER**  
Plays Well >

**OCTOBER**  
Chatter >

**NOVEMBER**  
You're not Listening >

**DECEMBER**  
Farsighted >



Anytime



eLearning



## Clinical & Operational Excellence

During this course, our Clinical and Operational Excellence team members will discuss important aspects of quality and patient safety at a high level. Leaders will learn what quality measures are regularly reviewed and how they are publicly reported.

**REGISTER >**



**August 11**



1:00pm – 2:00pm



Microsoft Teams



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## CovLearn Admin Training

Navigating CovLearn as an administrator can be overwhelming. This class will equip new administrators with the knowledge and skills to complete specific tasks within CovLearn with accuracy and success. Some of these specific tasks include assigning classes, running reports, managing students, and creating assignments.

Pre-Requisite: You must be a current CovLearn administrator.

REGISTER >

 **July 23**

 8:00am – 12:00pm

 LLD - Gates Classroom



## Crucial Conversations (2-Day Course)


This 2-day course teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics – at all levels of the organization. This is a class that will benefit all your relationships – even outside the workplace.


DAY - 1 >

DAY - 2 >

 **Day-1**  
**7/22 or 11/11**

 **Day-2**  
**7/29 or 11/18**

 8:30am – 3:30pm

 Building C  
Town Hall



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Q3, 2025

# Course Catalog



## Crucial Conversations (5-Day Course)

This course teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics – at all levels of the organization. This is a class that will benefit all your relationships – even outside the workplace.

Select each day to register!

DAY - 1 &gt;

DAY - 2 &gt;

DAY - 3 &gt;

DAY - 4 &gt;

DAY - 5 &gt;



9/8-9/12



2:00pm – 4:30pm



Microsoft Teams



## Dealing with Difficult People - Workshop

In this workshop we will practice dealing with difficult people using our knowledge from Crucial Conversations and PDP. Come prepared to share and practice in a small group setting.

To enroll in the class, you must have already attended Crucial Conversations and Understanding Your PDP.

REGISTER &gt;



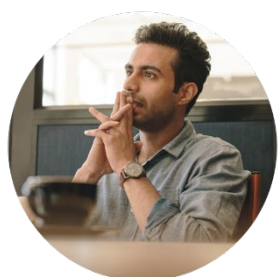
August 20



1:00pm – 4:30pm



Building C – Town Hall



## Emotional Intelligence

Emotional Intelligence is the #1 predictor of success, both personally and professionally. We'll look at 4 skills, and 15 components of EI. Examine past behaviors, assess current situations, and discuss how to strengthen EI.

Instructor: Kelly Floyd ([kfloyd@covhlth.com](mailto:kfloyd@covhlth.com))

REGISTER &gt;



August 12



8:30am-4:30pm



Building C - Town Hall



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# Course Catalog



## Employee Engagement and Motivation

In this class, you will learn the difference between intrinsic and extrinsic motivation and specific tips on how to lead your team to engage. Throughout the class, you will take multiple surveys that will help determine if you are providing your team with a framework that fosters employee engagement.

REGISTER >



**September 3**



8:30am – 12:00pm



LLD - Thomas Classroom



## Employee Engagement and Motivation – eLearning Option

**This self-paced course covers the same content as the live Employee Engagement class, allowing you to learn on your own schedule.**

Throughout the course, you'll complete the same activities as in the live version. Instead of completing them in person, you'll upload your work to a virtual instructor for review. While no grades are assigned, the virtual instructor will simply verify that each activity has been completed correctly.

REGISTER >



Anytime



eLearning



## Employment Law

Review various non-discriminatory laws & regulations, gain basic knowledge in order to avoid possible areas of concern, learn about the manager's role in investigations & documentation. This class is for supervisors and above.

REGISTER >



**August 14**



1:00pm – 4:30pm



Microsoft Teams



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# Course Catalog



## Finance for New Leaders

The course will discuss financial items related to new leaders such as reimbursement to hospitals with a primary focus on Medicare reimbursement.

### Sign-up for this class to make it an all-day event:

New Leader Compensation Training

REGISTER >



**July 30**



1:00pm – 4:00pm



Building C  
Town Hall



## FMLA (Family and Medical Leave Act)

This class is designed to provide a comprehensive overview of the Family and Medical Leave Act (FMLA), a critical piece of legislation that impacts both employees and employers. This training will equip managers with the knowledge to navigate the complexities of FMLA effectively. Join us to gain a solid foundation in FMLA and ensure you're prepared to handle leave requests with confidence and compliance. This class is for managers and above.

REGISTER >



**September 23**



2:00pm – 4:00pm



Microsoft Teams



## Fundamentals of Productivity Management

In this course, healthcare leaders will gain the skills and knowledge necessary to effectively manage productivity and labor expenses using Strata's productivity data. You'll learn how to: Analyze and interpret productivity data to make informed decisions. Implement strategies to optimize labor utilization and control costs. Develop action plans to address productivity challenges. Utilize Strata's tools and features to enhance operational efficiency.

REGISTER >



**August 4**



2:00pm – 4:00pm



Microsoft Teams



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Q3, 2025

# Course Catalog



## Healthcare Reimbursement

The course will discuss financial reimbursement to hospitals with a primary focus on Medicare reimbursement. It will discuss the differences in reimbursement for the different payer types. It will review the history of Medicare reimbursement and how it continues to evolve. The student will learn about basic reimbursement methodology and terms such as payer mix, case mix, DRGs, MS DRGs, transfer DRGs, Medicare base rates, DSH, wage index, outliers, APCs, CPTs, ICD9, denials, recovery audit contractors, present on admission indicators and value-based purchasing.

[REGISTER >](#)

**September 11**


1:00pm – 4:00pm



Microsoft Teams



## iCIMS Training and Transfers

This course is designed to teach hiring managers how to successfully utilize and navigate applicant tracking system, ICIMS, throughout the recruitment and hiring process. Class participants will understand the function and purpose of ICIMS, its proper use, and best practices.

[REGISTER >](#)

**8/4, 8/8, 8/18**

Microsoft Teams



1:00pm – 4:00pm



Microsoft Teams



## Interviewing and iCIMS Training

During this course you will learn best practices for interviewing candidates including learning how to formulate behavioral questions for common jobs in your areas and practicing interview skills. Leaders will also learn what their responsibility is in Covenant Health's applicant tracking system, ICIMS, and tips for navigating the system.

[REGISTER >](#)

**September 16**


12:30pm – 4:00pm



Microsoft Teams



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## Introduction to Creative Thinking – e-Learning Coming Soon

By applying psychological strategies and creative tools, you'll learn how to expand the boundaries of your imagination and enhance your problem-solving abilities. As artificial intelligence becomes increasingly integrated into the workplace, creativity and innovative thinking have emerged as essential skills for employees. This course aims to set you on the path toward intentional and effective creative thinking.



Anytime



eLearning



## Introduction to Microsoft Excel (In-Person)

This introductory Microsoft Excel class is designed to help beginners build a strong foundation in one of the most essential tools for data organization and analysis. Microsoft Excel is a versatile spreadsheet application used across industries to manage data, perform calculations, and create visual reports. In this class, participants will learn how to navigate the Excel interface, understand the structure and function of program bars and the ribbon, and enter and manage data efficiently. The course will also introduce basic formulas and operations, as well as commonly used functions, empowering learners to perform calculations and automate tasks with confidence.

[REGISTER >](#)


8/6, 9/3, 9/17



9:30am – 12:30pm



Building C - Town Hall



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Q3, 2025

# Course Catalog



## Introduction to Microsoft Excel (Virtual)

This introductory Microsoft Excel class is designed to help beginners build a strong foundation in one of the most essential tools for data organization and analysis. Microsoft Excel is a versatile spreadsheet application used across industries to manage data, perform calculations, and create visual reports. In this class, participants will learn how to navigate the Excel interface, understand the structure and function of program bars and the ribbon, and enter and manage data efficiently. The course will also introduce basic formulas and operations, as well as commonly used functions, empowering learners to perform calculations and automate tasks with confidence.

[REGISTER >](#)


**7/17, 7/31, 8/14, 8/28  
9/11, 9/25**



1:30pm – 4:30pm



Microsoft Teams



## Introduction to Microsoft Teams (In-Person)

As Covenant transitions to the use of Microsoft 365, the most important app for file sharing, interoffice communication, and video calling is Teams. This comprehensive course is designed to help employees effectively use Microsoft Teams for collaboration and communication within the organization. Participants will learn how to navigate the Teams interface, proper etiquette and functionality for meetings as host and attendee, and utilization of key features to enhance productivity.

[REGISTER >](#)


**7/16, 8/27, 9/10, 9/24**  
Building C -Town Hall



9:30am – 12:30pm



**August 13**  
LLD – Thomas Classroom



1:30pm – 4:30pm



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# Course Catalog



## Introduction to Microsoft Teams (Virtual)

As Covenant transitions to the use of Microsoft 365, the most important app for file sharing, interoffice communication, and video calling is Teams. This comprehensive course is designed to help employees effectively use Microsoft Teams for collaboration and communication within the organization. Participants will learn how to navigate the Teams interface, proper etiquette and functionality for meetings as host and attendee, and utilization of key features to enhance productivity.

[REGISTER >](#)

**Starting July 15<sup>th</sup>**
**Tuesdays (weekly)**


1:30pm – 4:30pm



Microsoft Teams



## Leading Without a Title

This course was developed specifically for employees who are not currently in a leadership role at Covenant. It covers the important qualities of a leader, self-analysis, and methods the employee can use to continuously improve their leadership skills.

[REGISTER >](#)

**July 21**


8:30am – 11:30am



LLD – Aristotle Classroom



## New Leader Compensation Training

During this course you will learn about compensation items such as Covenant Health's compensation philosophy, how to make recruitment offers, information on merit process, and how to evaluate internal equity.

Please note the title of this class has changed from "Compensation Introduction."

[REGISTER >](#)

**July 30**


9:00am – 12:00pm


 Building C  
Town Hall


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# Course Catalog



## Patient/Customer-Centric Problem-Solving

This course introduces participants to a human-centered, iterative approach to innovation and problem-solving. It emphasizes empathy, creativity, and rapid experimentation to develop solutions that genuinely meet the patient's/customer's needs.

[REGISTER >](#)

**August 20**


8:00am – 12:00pm



LLD - Aristotle Classroom



## PDP Team Session

Take your PDP to the next level from self-awareness/management to social awareness/management. By including all your team members, you'll learn more about one another's strengths, stressors, back-up styles, and most importantly how to best communicate with one another.

[CONTACT US >](#)


TBD



8:00am – 4:00pm



TBD



## Peer Today, Leader Tomorrow

This course intends to guide students through the process of transition from team member to the leader of the team. The content covers loss of friendships, discipline, policy enforcement, and avoiding the appearance of favoritism.

This course is recommended for any newly hired/promoted Supervisor or team leader.

[REGISTER >](#)

**September 16**


8:30am – 12:30pm



LLD – Aristotle Classroom



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## Performance Management

This Performance Management course covers Covenant Health's corrective action process, performance evaluation process, keys to documentation, and other HR policies related to managing employee's performance effectively. This class is for supervisors and above.

[REGISTER >](#)

**August 27**


12:00pm – 4:00pm



Microsoft Teams



## PowerPoint Design

Take your PowerPoint presentation to the next level! In this half-day class, you'll learn how to create professional presentations to appeal to your audience using PowerPoint and best practices when building and delivering your presentation. Please note, students entering this class should have a basic understanding of PowerPoint.

[REGISTER >](#)

**8/21, 9/18**


8:00am – 12:00pm


 LLD - Gates  
Classroom


## Process Improvement

This course is designed to provide tools and methodologies to drive effective process improvement within a variety of settings.

[REGISTER >](#)

**September 29**


10:00am-12:00pm


 Building C  
Town Hall


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## Professionalism in the Workplace

This course highlights how Covenant's Standards and Behaviors can be applied to our unique roles and responsibilities on a daily basis. Topics covered include mutual respect, effective communication, managing conflict, email etiquette, successful meetings, personal brand, and customer service.

[REGISTER >](#)
**July 16**

LLD - Einstein Classroom

**August 13**

LLD - Einstein Classroom



9:00am – 12:00pm



## Public Speaking and Presenting

Public speaking/presenting is often listed in the top 3 human fears. The feelings of risk and vulnerability can be overwhelming. The purpose of this course is to provide ideas that will help you effectively communicate your thoughts in a meaningful and memorable way. You'll also face any fears through practice and constructive feedback.

Please bring the following to class with you:

- 1) A topic/presentation you are currently working on.
- 2) Your laptop.

[REGISTER >](#)
**September 2**

8:30am – 4:30pm



LLD – Gates Classroom



## Resolve to Solve

This engaging workshop brings LLD to your facility for an ideation/problem-solving event with your team. While identifying and tackling your biggest barriers for 2025, you will learn ideation and problem-solving techniques that you can utilize repeatedly.

[CONTACT US >](#)


TBD



8:30am – 2:00pm



TBD



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## SupportLinc Webinar for Leaders

Join this one-hour webinar to learn about Covenant Health's employee assistance program, SupportLinc. SupportLinc is a free resource for all Covenant Health employees that provides guidance, support, and tools to help navigate everyday issues. SupportLinc also has a savings center that provides discounts on a wide variety of wellness products and services. At the conclusion, leaders should be able to understand all resources SupportLinc has to offer and be able to share this information to team members.

[REGISTER >](#)
**July 18**

12:00pm – 1:00pm



Microsoft Teams



## UKG Workflow Training for Managers

This course is designed to review the process in UKG regarding the termination and change job and salary workflows. Managers will receive a handout to use as a reference guide as they work through their questions and common examples in an interactive presentation.

[REGISTER >](#)
**7/8, 8/12, 9/9**

2:00pm – 3:00pm



Microsoft Teams



## Understanding Your PDP Results

Professional DynaMetric Program (PDP) is a behavioral assessment that measures the dynamics of an individual by focusing on four cornerstones of behavior. Ultimately these behavioral styles culminate to form our personality. The assessment identifies motivators and shows how environmental factors affect stress, energy and satisfaction levels. An emphasis is placed on how you accomplish tasks, communicate, your leadership style, motivators, de-motivators, mental energy level, and behavioral satisfaction.

[REGISTER >](#)
**July 23**

LLD - Thomas Classroom

**September 30**

LLD - Aristotle Classroom



8:30am – 11:30am



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## 360° Feedback

Leaders that request to participate in the program will be evaluated through a multi-rater feedback process. This process provides leaders, peers, internal customers, and direct reports the opportunity to give input about a leader's performance.

[CONTACT US >](#)

TBD



8:00am – 4:00pm



TBD



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