

Get your career on the
fast track and join us in
building the future of
health care and research.

For more information
contact your career coach!

For more information,
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SkillWorks
PARTNERS FOR A PRODUCTIVE WORKFORCE

Boston Health Care and Research Training Institute

Training &
Education
Courses

**Children's
Hospital
Boston**

Fall 2006

*Providing the opportunity
to build a career in health
care & research through
training & education*

Beth Israel Deaconess Medical Center
Brigham and Women's Hospital
Children's Hospital Boston
Dana-Farber Cancer Institute
Fenway Community Health Center
Harvard Medical School
Harvard School of Dental Medicine
Joslin Diabetes Center
Martha Eliot Health Center
New England Baptist Hospital
Southern Jamaica Plain Health Center
Spaulding Rehabilitation Hospital

Build the skills you need for career advancement. Take the course that's right for you!

ENGLISH FOR SPEAKERS OF OTHER LANGUAGES

ESOL LITERACY

Sep 5 – Dec 21

Tuesdays & Thursdays, 3–5 pm

This course focuses on learning how to read & write in English.

Objectives:

- Learn alphabet
- Recognize simple work-related signs
- Practice verbal & listening skills

Target Audience:

Students who have some English oral skills but lack literacy skills in English & in their own language

ESOL I

Sep 5 – Dec 21

Tuesdays & Thursdays, 3–5 pm

This course focuses on reading & writing skills, vocabulary development & oral skills.

Objectives:

- Understand speech at normal speed at a basic level
- Write simple paragraphs & take simple messages
- Use different tenses

Target Audience:

Students who are able to understand & speak basic phrases on familiar topics

ESOL II

Sep 6 – Dec 20

Mondays & Wednesdays, 3–5 pm

This course will focus on listening, speaking, reading, writing & grammar, with an emphasis on workplace English.

Objectives:

- Increase ability to communicate with co-workers & patients
- Be able to read work-related materials & publications
- Complete work forms & write directions
- Increase use of verb tenses

Target Audience:

Hospital employees who have achieved English language skills beyond the basic level & have developed intermediate to advanced verbal skills

READING & WRITING FOR NON-NATIVE SPEAKERS

Sep 5 – Dec 14

Tuesdays & Thursdays, 3:15–5:15 pm

This course prepares students for college-level work.

Objectives:

- Writing for different audiences
- Improve your writing by reviewing, rewriting & correcting errors
- Develop critical reading, thinking & writing skills

Target Audience:

Non-native speakers interested in college or improving their writing skills

GED TEST PREPARATION

GED

Sep 5 – Dec 21

Tuesdays & Thursdays, 3–5 pm

Students study & take practice tests in the academic areas covered on the GED.

Objectives:

- To prepare students for the 3 sections of the GED exam.

Target Audience:

Hospital employees who do not have a high school diploma & who want to prepare for the GED test

Pre-Requisite:

High intermediate skills in English (reading, listening, speaking & writing); some experience with math

COMPUTER SKILLS

This set of classes is for students who have some or no experience with computers. Each course provides an introduction to the topic & some time to practice new skills.

COMPUTERS I: Intro to Computers/Windows

Aug 21 – Sep 5, Oct 23 – Nov 8

Mondays & Wednesdays, 5–7 pm

Pre-Requisite:

None

COMPUTERS II: Internet & Email

Sep 11 – 27, Nov 13 – 29

Mondays & Wednesdays, 5–7 pm

Pre-Requisite:

Computers I Course or equivalent knowledge

COMPUTERS III: Intro to Word

Oct 2 – 18, Dec 4 – 20

Mondays & Wednesdays, 5–7 pm

Pre-Requisite:

Computers II Course or equivalent knowledge

SKILLS TRAINING

EFFECTIVE COMMUNICATION FOR THE WORKPLACE

Nov 7 – Dec 5

Tuesdays, 8:30 am–4:30 pm

Effective employees must be skilled at two-way communication, resolving conflict & working as part of a team. Today's organizations need employees that can communicate, problem solve & negotiate. Professionals must be flexible, adaptable & able to work together to further their company's goals to succeed & stay competitive. This course takes you through the process of managing your own professional productivity & growth.

Objectives:

- Problem solving/communicating within a team
- Time management
- Business etiquette
- Conflict management
- Business writing

Target Audience:

Individuals who want to improve their communication skills

SUPERVISORY SKILLS

Oct 4 – 25

Wednesdays, 8:30 am–12:30 pm

This practical, hands-on training provides an opportunity for supervisors to enhance their own skills while supporting their employees. The course is designed to assist busy supervisors in increasing productivity for themselves, as well as the team.

Objectives:

- How to assess your employees' skills & grow the skills they need for excellent performance
- Effective retention strategies
- Communicating effectively
- Delivering effective performance feedback
- The art of delegation
- Building a high performance team
- Managing workplace conflict

Target Audience:

New or existing supervisors

COLLEGE PREP

These courses are building blocks towards most careers in health care & research. If you've been out of high school for a while, or need to build your skills in one of these areas – these courses can help you!

ENGLISH 090—WRITING SKILLS I

Sep 11 – Dec 13

Mondays & Wednesdays, 5:15–6:45 pm

This course provides an opportunity for employees to enhance their writing skills prior to taking college courses.

Target Audience:

Employees looking to improve their writing skills

ENGLISH 095—WRITING SKILLS II

Sep 11 – Dec 13

Mondays & Wednesdays, 5:15–6:45 pm

This course provides an opportunity for employees to enhance their writing skills prior to taking college courses. It will also benefit those who want to enhance their current job skills.

Target Audience:

Employees who want to prepare for college level English courses

Pre-Requisite:

English 090—Writing Skills I

MATH 090—FUNDAMENTALS OF MATH

Sep 12 – Dec 14

Tuesdays & Thursdays, 5:15–6:45 pm

The goal is to develop a solid base in the principles of arithmetic & the mathematics most relevant to everyday needs.

Objectives:

- To learn about the meaning & use of whole numbers, fractions, decimals, denominate numbers, ratios, proportions, etc.

Target Audience:

Employees looking to improve their basic math skills

MATH 095—FUNDAMENTALS OF ALGEBRA

Sep 12 – Dec 14

Tuesdays & Thursdays, 5:15–6:45 pm

This class is an introduction to algebra.

Objectives:

- This is an introduction to algebra in which mathematical relations are explored by using letters or symbols to represent numbers.

Target Audience:

Employees looking to improve their basic algebra skills

Pre-Requisite:

Math 090

*Courses will be held in the
Longwood Medical & Academic area.*

What is the purpose of the Institute?

The Institute focuses on increasing staff satisfaction & job retention by providing training & education programs that build upon the existing skills of employees & that help employees to advance in their careers. The Institute's programs promote excellence in the workplace & are dedicated to enabling each employee to reach their highest potential & career goal.

What programs and services are offered?

The Institute provides a range of training & education programs for employees of eleven participating health care & research institutions. Over 300 employees take courses through the Institute each year. The Institute also offers career coaching, tutoring, financial planning & other job support & career related services to employees who enroll.

Courses are designed by participating employers & provide critical skills needed to succeed in today's health care & research environment.

Where and when are classes held?

Classes are held right in the Longwood Medical & Academic Area at times that are convenient for employees working first or second shifts.

Everyone Wins!

EMPLOYEES who are happily engaged in an environment that gives them the tools they need to do their best work & the opportunity for creating a career in health care & research

SUPERVISORS who have better trained, better skilled employees who can contribute their best to their department

PATIENTS, FAMILIES, & COMMUNITIES that receive care from a committed team of health care & research professionals who have grown within their institutions

HEALTH CARE & RESEARCH EMPLOYERS who further New England's tradition of quality care & excellence in medicine by helping their employees to build skills & careers, & contribute to the bright future of health care & research in Boston

*Children's Hospital Boston is working with the **Boston Health Care and Research Training Institute** to provide training & education programs to our employees as you pursue your skill-building & career interests.*

WHO IS ELIGIBLE TO ENROLL?

Anyone who has been an employee for at least six months on the job & who:

- Has the permission of their immediate supervisor
- Is an employee in good standing
- Is prepared to attend the entire course

PRE-COURSE TESTING AND ASSESSMENTS

Most courses require testing or assessment prior to enrollment.

CAREER COACHES

Each employee has the opportunity to work with a qualified career coach. The coach will help you assess your skills & career interests, identify your career goals & then develop a plan of action to achieve those goals. Coaches support & encourage you as you take the steps to move along a career path. You must meet with a career coach prior to enrollment in a class for an assessment & discussion of your career options.

*Boston Health Care and
Research Training Institute*