

Resources to Support & Enhance Job Performance

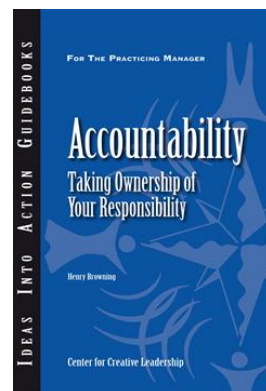
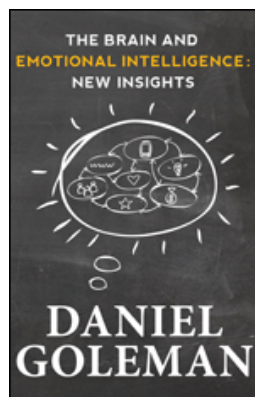
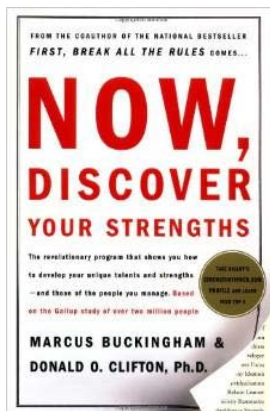
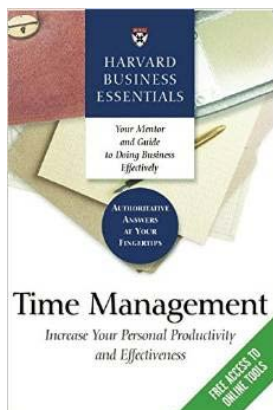
III. RESPONSIBILITY*

Being reliable, answerable or accountable for things within one's power or control.
(Includes Dependability; Empathy; Safety)

ONLINE COURSES

- ☐ Safety (Refer to UA Risk Services, Environmental, Health & Safety)
- ☐ Problem Solving: The Fundamentals
- ☐ Building Trust
- ☐ Strategies for Communicating with Tact and Diplomacy
- ☐ Customer Advocacy: Enhancing the Customer Experience
- ☐ Using Emotional Intelligence on the Job

BOOKS



To Access Resources:

Log in to **UAOnline**

Select **Employee**

Services →

Employee E-Learning →

SkillSoft → **Submit**

TOOLS

This book is available in Books24x7®

This quick read provides tips to help regain control over those things we're responsible for completing accurately, on time and under budget.



The above are examples of free resources available to all UA employees. Do you have a recommendation? Email details to ua-hrtraining@alaska.edu

* 2014 UA Performance Appraisal – See Performance Factors for more detailed definitions.

Note: UA Employees and supervisors are in the best position to determine appropriateness and relevancy of resources relative to an employee's knowledge, skills and abilities.