PROFESSIONAL DEVELOPMENT PROGRAMS – OPEN TO ALL

Navigating Change  
September 22

Join Human Resources Management & e4Health, Northeastern’s Employee Assistance Program Provider, for a workshop on Navigating Change.

Change is an inevitable part of life, however, it is how people deal with the situation that may or may not cause added stress. In this program, you will be directed through a systematic process for mastering change. Topics include: Recognizing the rhythm of change, managing reactions and responses, developing coping strategies for responding to change, guidelines for managing change, and seizing opportunities and getting help.

Providing Outstanding Customer Service  
October 4

Join Human Resources Management & e4Health, Northeastern’s Employee Assistance Program Provider, for a workshop on Providing Outstanding Customer Service.

Back by popular demand! This 2 hour workshop will help participants to identify barriers to providing high quality customer service, interact calmly and productively with difficult customers, rephrase communication for better results, effectively manage job stress, and develop an action plan to improve customer service skills.

Giving & Receiving Feedback  
October 11

Join Human Resources Management & Coaching Solutions for a workshop on Giving & Receiving Feedback.

The Giving & Receiving Feedback program will equip you with essential information and skills on how to give and receive feedback throughout the year. Quality, continuous feedback helps us develop professionally, strengthen relationships and build high performance teams.

Highly effective professionals are committed to continuous self-improvement and solicit feedback from others to be fully aware of the impact of their behaviors. Additionally, members of high performing teams extend their commitment to self-development to the development of others. There is both an art and a science to giving and receiving feedback, and when done well, can lead to increased self-awareness, learning and performance.

This session will provide you with an opportunity to:

- Assess your current skill level in giving and receiving feedback
- Strategize ways to solicit meaningful feedback in diverse situations
- Identify your feedback style and how to adapt your approach when giving feedback
- Learn and practice a 4-step feedback model
- Develop a feedback action plan

This session is a combination of the Giving Feedback and Receiving Feedback programs from 2016.
The Role of the Manager  

Join Human Resources Management for a workshop on the Role of the Manager.

This three hour session covers the major components of the manager’s role. Topics will include:

- General hiring processes for faculty and staff
- Best practices for onboarding your new hires
- Time tracking responsibilities
- The Performance Management cycle
- Professional Development opportunities

Please note: If you have attended the Overview of Performance Management workshop or the Onboarding: What’s a Manager to Do? workshop in the past, this program includes content from both sessions.

Mastering Influence: Achieving Results with Others  

Join Human Resources Management & PPS International, for a workshop on Mastering Influence: Achieving Results with Others.

Have you ever worked on a project with a group of your peers and wished you could get them to see things your way? It can be challenging without any formal authority. In this session participants will learn how to influence others by creating an environment that supports getting the work done and promotes effective teamwork without the use of formal, positional authority.

Please note: This course was previously offered under the title of "Influencing for Results I" in 2016.

Getting The Work Done  

Join Human Resources Management for a workshop on Getting The Work Done.

Is it 5 o'clock and you've still got a full list of to dos on your desk? Or that project is due on Friday and you haven't even started yet? In the Getting the Work Done workshop you will learn about your personal time management type, understand the barriers to your productivity and how to develop strategies to get your work done. By the end of this course, you will be able to overcome any obstacle to being productive in the workplace.

For Managers: Managing Global Gen Y  

Presented by the Office of Institutional Diversity and Inclusion.

Gen Y, also known as "millennials," are already 25% of the current workforce, and by 2020 will be 50% of the global workforce. How can organizations compete for top talent, and retain these in-demand employees? This session will give managers a basis for understanding how to better support, motivate and manage our Gen Y colleagues.