PROFESSIONAL DEVELOPMENT PROGRAMS – OPEN TO ALL

Onboarding – What’s a Manager to Do?  
Jan 22 & Feb 10

This 60 minute session discusses the important role the hiring manager plays in orienting and onboarding new hires. During the session, participants will also get a chance to see the Human Resources Management Onboarding website. By the end of this overview, participants will have resources and a checklist to make sure they set their new hires up for success.

Emotional Intelligence  
Jan 28

Many of us know that getting along with others is the key to success. Our ability to “play nicely in the sandbox” is fundamental to our career as well as our health. In Emotional Intelligence, participants will discuss how they can become more attuned to the world and people around them.

By using techniques that work in their work lives as well as their personal lives, at the end of this course, participants will have strategies to make sure they get along with others.

Practicing Public Speaking I & II  
Mar 30 & Apr 13

Would you like to be a confident public speaker and presenter? How about knowing the techniques to calm yourself on ‘stage’ when you need it the most? Join Mary Cheyne, Senior Training & Communications Consultant in Information Technology Services, for one or both sessions.

In these workshops, participants will learn techniques to become a confident public speaker and presenter. Additionally, they will receive individual feedback and coaching on how to improve their public speaking skills and build on their strengths. No previous public speaking experience required.

*It is recommended that you enroll in both sessions, if possible, as some of the concepts progress from I to II, but it is not required that you attend session I and session II.*

Defusing Conflict  
April 6

Conflict may sound like a bad word in the workplace, but in reality, everyone experiences conflict regularly. In this course, participants will learn about different kinds of conflict, where it can be positive, and strategies for dealing effectively when conflict happens. There will be a focus on how interpersonal communication skills can impact effectiveness during conflict and a chance for participants to develop their skills further.

How to Have a Great “Difficult” Conversation (2 half days)  
Apr 11 & May 10

Back by popular demand! Difficult conversations are unavoidable in life, yet we often avoid them at all costs. Through this day long program, taught in two half-day segments, participants will learn that difficult conversations don't have to be stressful and how to prepare for a successful outcome. Additionally, they will learn how to communicate and deescalate situations when dealing with difficult personalities. Participants will come away with several tools and techniques that they can use to tackle any conversation with ease.
Active Listening  
In Active Listening, participants will learn the importance of listening in the workplace; understand that it’s not just what you say but how, when and why you say it; and learn new active listening techniques to employ in the office. By the end of this session, participants will be ready to apply new active listening techniques to daily conversations & meetings.

Influencing for Results Program I  
Influencing for Results Program I  
Influencing for Results Program II  
Influencing for Results Program II  
PERFORMANCE MANAGEMENT PROGRAMS  
PERFORMANCE MANAGEMENT PROGRAMS  
Performance Management – Writing My Self-Assessment Workshop (for all Employees)  
Performance Management – Writing My Self-Assessment Workshop (for all Employees)  
Performance Management – Making Feedback Easy and Effective (for Managers)  
Performance Management – Making Feedback Easy and Effective (for Managers)  

This workshop is open to all employees. Please register for only one session.

This workshop is open to all managers. Please register for only one session.
**MANAGEMENT & LEADERSHIP PROGRAMS – BY NOMINATION ONLY**

Nominations for some programs are already complete; for others, nominations are forthcoming. If you are interested in a future session, please speak to your manager about the process and timing.

<table>
<thead>
<tr>
<th>Program NAME</th>
<th>Duration</th>
<th>Dates</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Essentials of Management</td>
<td>4 half days</td>
<td>January to April; program full, Next program starts April</td>
<td>The Essentials of Management course is designed to provide supervisors and managers with the foundations of managing people. Topics include transitioning to a leader role, getting the work done/achieving results and managing teams. By the end of this course, participants will understand the key skills required to move from an individual contributor role to managing others effectively.</td>
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<td>Leading People, Delivering Results</td>
<td>30 hours total</td>
<td>January to April; program full, Next program to start after June</td>
<td>Leading People, Delivering Results, built in collaboration with Tandem Solutions, is a hybrid leadership development program designed to engage and develop mid-career leaders over a four to six month period with a mix of workshops, online self-study and small group coaching. By the end of this course, participants will have gained resources and tools to assist them in leading teams, projects and university initiatives in order to deliver results.</td>
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<td>The Leadership Development Program</td>
<td>6 days &amp; 4 coaching sessions</td>
<td>TBD – March</td>
<td>The university’s leadership development program provides a comprehensive experience that leads to transformational and measurable growth in leadership for the top tier of university administrators. The program provides focused development on key leadership competencies; Leadership Exchanges – opportunities to directly engage with our Senior Leaders on leadership issues; and development planning supported with a structured coaching engagement. Candidates for nominations will be solicited in January; the ideal candidate is a department head, department chair, associate dean, or assistant/ associate vice president who is a valued university contributor, has substantial managerial responsibility and is poised for growth.</td>
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<td>Effective Communication: Up, Down &amp; Across</td>
<td>2 half days</td>
<td>April 26 &amp; May 25</td>
<td>The Effective Communication module is at the heart of how Northeastern works as a university. Participants are asked to think about how they take ownership and play an active role in communications - up, down, and across the organization to effectively communicate with different groups and constituencies. Particular attention will be paid to skills and techniques that clarify expectations; organize thoughts or perspectives; and address differences in communications style. By the end of this course, participants will have developed the key skills to identify each person’s critical role in communicating and to be open and honest about their views.</td>
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<td>Delivering Results</td>
<td>2 half days</td>
<td>TBD – June/ July</td>
<td>The Delivering Results module engages participants in describing a focus on results and offers them an opportunity to identify the difference and relationship between action orientation and delivering results. Using their current work, participants will clarify desired results and determine how best to allocate time to activities that will achieve the results. By the end of this course, participants will have the tools and key skills to develop and exhibit a focus on results; to determine how best to direct their time and attention; and to delegate in order to achieve results.</td>
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