PROFESSIONAL DEVELOPMENT PROGRAMS – OPEN TO ALL

**Are You Happy Now? The Benefits of Positive Thinking**  
March 27

While happiness is certainly influenced by external events, a large part of the happiness - and stress - we experience is based on our thoughts. Join us for this powerful session, where we'll demonstrate how very small shifts in thinking and behavior can make a huge impact. Participants will leave with the tools needed to adopt a mindset that has been shown to generate greater productivity, reduce stress, and enhance fulfillment and life satisfaction.

**Giving & Receiving Feedback**  
April 4

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

**Persuading & Influencing Effective Outcomes**  
April 24

You would think that working with a group of smart, talented, and well-educated people would be ideal because everyone knows what to do and how to do it, right?

Well, maybe. Teams like this have a lot of potential, however, if you don’t manage the relationships carefully, the likelihood of running into some obstacles becomes high. In this workshop, participants will learn how to best approach and influence their peers to deliver results. There will be a focus on understanding strategic conversations with colleagues and learning skills to enlist others’ help and motivate for action.
This course was previously offered under the title of "Influencing for Results II" in June 2016.

### The Indispensable Assistant
**May 9**

With the onslaught of information that individuals face today, having a professional, competent and skillful assistant is critical to success. The partnership between assistants and their leaders is both critical and not always easy to establish and maintain. In this program, assistants will learn how to ensure their skills are used to their full potential, how to determine and define clear priorities, and how to assertively and respectfully make requests of others.

### Dancing with Porcupines: Managing Conflict
**May 17**

Conflict Management is one of the critical skills of the 21st century workplace. In addition, teams that can effectively problem-solve and maintain collegiality offer more to their organization's bottom line. After completing this course, participants will be able to:

- Understand the styles of conflict management
- Gain awareness of personal conflict management preferences
- Distinguish between healthy conflict and unhealthy conflict
- Apply conflict management skills and techniques

### The Role of the Manager
**May 22**

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

*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.*
Working with Millennials Webinar

During this seminar we will look at tips and tools that can guide you in working with this mission based generation of millennials. People often have misconceptions about millennials. We will talk about why those misconceptions are out there, and take a deeper dive into discussing what contributions and traits millennials bring to the workplace.

There are two options for this webinar:

- 12:00 pm – 1:00 pm EST
- 3:00 pm – 4:00 pm EST

Setting SMART Goals

Setting goals are part of the Northeastern Performance Management process. If you are new to writing goals or just need a refresher on identifying the right metrics to measure your results, then this workshop will provide you with an opportunity to begin drafting your goals and allow you to discuss the process with your peers and get feedback. This is also a great opportunity for managers to learn how to help their team members develop goals.

This workshop builds on the concepts discussed in the online course Goal Setting. To view the online course, use your myNortheastern credentials to log into Blackboard and go to My Courses > HRM Learning > Performance Management.

Emotional Intelligence

Many of us know that Emotional Intelligence, or EQ, is a set of traits and abilities that enable us to cope with the demands and pressures of the workplace. Some experts believe that EQ is the single biggest factor in an individual's success - even more than IQ. In this program you will learn the four components of EQ and techniques to improve your emotional quotient. You will leave with greater awareness and ability to:

- Understand your own emotions and the impact they have on your job satisfaction
- Manage your emotions when under stress
- Read the room and gauge the emotions of others
- Manage relationships so they are mutually beneficial

HRM has offered Emotional Intelligence as a 90-minute course in years past. This summer's offering will take a deeper dive into EQ through a four-hour workshop.