PROFESSIONAL DEVELOPMENT PROGRAMS – OPEN TO ALL

The Five Buckets Principle  September 16

Is it possible to meet the competing demands of job, family, friends, school and work? The resounding answer is yes! In this fun, interactive seminar, participants will learn the Five Buckets Principle of work/life balance to get the tools to prioritize what is important to them. They will learn how to find the time to manage it all—including time for themselves and fun by identifying priorities, making choices and managing expectations.

Onboarding Your New Employees – What’s a Manager to Do?  Sept 26 & Nov 7

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.

Providing Outstanding Customer Service  October 6

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.

How to Design an Engaging PowerPoint Presentation  October 26

Have you ever experienced a BORING PowerPoint presentation? Would you like to know how to avoid the common pitfalls of a bad PowerPoint presentation? In this 3 hour class, we will focus on the creation & design aspects of a PowerPoint Presentation.

You will:
- Learn how to design an effective presentation to MAXIMIZE audience engagement and effectiveness
- Discover what constitutes a visual presentation & how good storytelling binds a presentation together
- Most importantly, understand what NOT to do when creating your PowerPoint presentations.

This is a fun and eye-opening class.

Note: This is not a training on the technical functionality of PowerPoint. Rather, we’ll look at how to incorporate the human element into the design of your PowerPoint presentations to ensure audience engagement.

Defusing Conflict  November 4

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. This 3.5 hour session will focus on how interpersonal communication skills can impact effectiveness during conflict and provides participants with a chance to develop their skills further.
# Professional Development Programs – Open to All

## Receiving Feedback

**Nov 21 or Dec 7**

Feedback is a mirror that helps us take our performance to a new level. It builds self-awareness. It lets us know where we stand with others. It gives us ideas for new behaviors. In this program, participants will explore their current beliefs and responses when receiving feedback, as well as develop skills to create a meeting environment that encourages the sharing of clear perceptions and action oriented suggestions.

## Giving Feedback

**Nov 21 or Dec 7**

Why do we find it easier to talk about someone than to talk directly to them? It may be the fear of conflict, of hurting a relationship, or perhaps of not being right. We should be confident in speaking our truth to others, and how we do it makes all the difference. Giving Feedback for Optimal Performance will help you develop an approach and framework for speaking with managers, peers and team members about the impact of their behaviors - to realign behaviors that are off target, as well as to recognize and reinforce desired behaviors.

## Performance Management Programs

### Performance Management – Goal Setting (for all Employees)

**Online**

This online course in four short segments presents the idea of setting SMART goals and discusses the recently revised performance appraisal tool for administrative professionals at Northeastern. If you are new to writing goals instead of using your “major responsibility areas” for your review, or just need a refresher on picking the right metrics to measure your results, then this 35 minute program provides an interactive opportunity to review the idea of goal setting and how to select measures as well as an opportunity to work with some sample goals and the goals tool.

*This online course is now available to all through the Blackboard site: [HRM Learning](#).*

### Performance Management – Writing My Self-Assessment Workshop (for all Employees)

**Online**

This online presentation discusses the challenges of writing your own self-assessment. If you are new to writing a self-assessment or just wish it were easier to write, then this 15-20 minute program will provide you with an opportunity to review the process and create a plan for how to get started.

*This quick online program is available to all employees and reviews the basics of this key process.*

Please also consider attending the programs on feedback under the Professional Development Programs as additional opportunities to work on this important facet of Performance Management.
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</th>
<th>Dates</th>
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<tr>
<td>Teamwork &amp; Collaboration (2 half days)</td>
<td>Nov 2 &amp; 29</td>
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<td>Teamwork &amp; Collaboration is a way of life at Northeastern as we keep the pace of change high and reach for ever expanding opportunities. This program addresses the stages of team development; how to set or clarify expectations when working in teams and making decisions; and provides tips &amp; practice on productive team behavior. Participants are asked to think about the benefits of working in a team environment to get things done and reach the best possible solutions. By the end of this course, participants will have the tools and key collaboration skills to be an effective team member and potential team leader on any team.</td>
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<tr>
<td>Delivering Results (2 half days)</td>
<td>Nov 16 &amp; Dec 14</td>
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<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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<td>Essentials of Management - (4 half days)</td>
<td>September to December; program full</td>
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<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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<tr>
<td>Leading People, Delivering Results - (30 hours total)</td>
<td>September to January; program full</td>
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<td>(3 workshops; 5 online self-study modules &amp; 4 coaching sessions)</td>
<td>Next program starts February</td>
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<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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