

PROFESSIONAL DEVELOPMENT PROGRAMS – OPEN TO ALL

[Emotional Intelligence](#)

September 25

Webinar, Hosted by Barbara Roche of Barbara Roche & Associates

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 four-hour workshop in the past. This offering takes a high level look at EQ through a 90-minute webinar.

[Achieving Excellence in Customer Service](#)

October 10

In Person with Streaming, Hosted by Heidi Hanson of KJR Consulting

Customer service skills aren't only necessary for those who interact directly with external customers. Staff in all roles serve internal customers on a routine basis and every member of an organization ultimately impacts the service delivered to the company's customers and clients.

In this workshop, participants will identify the customers they serve every day and discover what it means to apply a customer-service mindset to their roles. We will explore the values, behaviors and best practices that bring customer service excellence to life.

Delivering Impactful Feedback

October 16 or November 5

[October 16 – Webinar](#), Hosted by Tori Hollingworth of Communicate with Impact, LLC

[November 5 – In Person](#), Hosted by Tori Hollingworth of Communicate with Impact, LLC

This session is intended to increase each participant's comfort and effectiveness when delivering feedback within all levels of their professional sphere. The session will introduce techniques to

improve interpersonal effectiveness during performance reviews and when delivering upward feedback. The skills learned will be relevant in a variety of settings whether face-to-face, virtually or in small groups. This experience will help speakers identify their areas of need and strengthen their feedback through practice.

Note: The webinar will highly interactive and there will be multiple opportunities during the session for practice with feedback from both the participants and the coach. Therefore, participants should be prepared to interact via their webcam and laptop microphone.

[The Indispensable Assistant](#)

October 21

Webinar, Hosted by Kate Sweeney of PPS International

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.

[Writing Your Self-Assessment](#)

October 29

Webinar, Hosted by Northeastern Learning & Organizational Development

This 90-minute webinar will provide you with an opportunity to begin writing your self-assessment and a chance to discuss the process with your peers and get feedback. This workshop will build on the concepts discussed in the online course Writing a Self-Assessment. This workshop will be interactive and focus on helping you to get started.

To view the online course, use your myNortheastern credentials to log into [Blackboard](#) and go to My Courses > HRM Learning > Performance Management.

[Role of the Manager](#)

November 21

Webinar, Hosted by Northeastern Learning & Organizational Development

Join us online for this two-hour webinar on 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

[5 Behaviors of a Cohesive Team](#)

December 4

In Person, Hosted by Kenya Rutland of KJR Consulting

This workshop is intended to provide participants with an opportunity to learn to collaborate more effectively by increasing team cohesion. Participants will gain a deeper understanding of how certain behaviors enhance or hinder team performance, as well as discover the five key behaviors that form the foundation of cohesive teamwork.

[Advanced EQ](#)

December 10

In Person, Hosted by Barbara Roche of Barbara Roche & Associates

This workshop allows participants who completed the basic EQ program to continue their learning. We will focus on the interpersonal aspects of emotional intelligence (Quadrants 3 and 4). We will delve deeper into key aspects of social awareness and relationship building: rapport, empathy, understanding others, and reading the room. You'll engage in several interactive exercises to explore various techniques to better communicate and collaborate with others.

Participants are encouraged, but not required, to bring the results from their assessments in the basic program.

[Healthy Conflict](#)

December 17

Webinar, Hosted by Northeastern Learning & Organizational Development

This webinar will provide participants with an introduction to three basic techniques to help manage conflict. In addition, individuals will learn how conflict can be positive when it is healthy and constructive.

NOTE: Participants will be asked to complete 10 minutes of pre-work prior to the session. Details will be provided two weeks before the webinar.