Professional Development Opportunities

Webinars

**Dancing with Porcupines**
Tuesday, October 6th 1PM-3PM ET

**Hosted by Barbara Roche & Associates**
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

*Can’t attend? Try taking the course [Conflict Resolution Foundations](#) on LinkedIn Learning!*

**Achieving Excellence in Customer Service**
Wednesday, October 14th 1PM-3:30PM ET

**Hosted by 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.

*Can’t attend? Try taking the course [Developing a Service Mindset](#) on LinkedIn Learning!*

**Delegating Effectively**
Tuesday, October 27th 1PM-3:30PM EDT

**Hosted by KJR Consulting**
Achieving success in any industry requires an organization of motivated, skillful and energized people. It requires management foster an environment of trust and accountability while also providing opportunities for people to reach their full potential. This can be achieved by strategically delegating tasks, projects and/or responsibilities in a manner that provides clarity of purpose, a promise of support, and an appropriate level of autonomy. In this workshop participants will learn how to apply a
four-phase model of delegation to develop the skills and experience of their team while energizing them to help realize business objectives.

Can’t attend? Try taking the course Delegating Tasks on LinkedIn Learning!

**How to Have a Great Difficult Conversation**
Wednesday, November 4th 1PM-4PM ET

Hosted by Tori Hollingworth of Communicate with Impact
In an increasingly hectic higher education environment, Northeastern University professionals cannot afford to neglect the importance of customized communication. Impactful communication skills are embedded into the way professionals lead, influence, problem-solve, and collaborate. Participants will have the opportunity to further develop their communication skills to build stronger relationships, build confidence, tailor their messaging, and communicate more effectively with internal teams and partners.

Can’t attend? Watch the video Having a difficult conversation on LinkedIn Learning!

**Delivering Impactful Feedback**
Thursday, November 19th 1PM-4PM ET

Hosted Tori Hollingworth of Communicate with Impact
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.

Can’t attend? Watch the video The five feedback steps on LinkedIn Learning!

**Emotional Intelligence**
Tuesday, December 1st 1PM-2:30PM ET

Hosted by 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. By the end of this session, learners will be able to:

• Identify their own emotions and the impact they have on job satisfaction.
• Control their emotions when under stress.
• Read the room and gauge the emotions of others.
• Develop relationships so they are mutually beneficial.

Can’t attend? Try taking the course Developing Your Emotional Intelligence on LinkedIn Learning!

Increase Your Influence
Tuesday, December 8th 1PM-2PM EDT

Hosted by PPS International
Every day we have opportunities in our lives to be influential. This program addresses best practices in presenting your ideas, approaches and products in order to get buy-in and specific action from those you are trying to influence. While the program specifically addresses influencing leaders, the concepts and approaches are equally valid and useful when trying to get support from ANY decision maker.

Can’t attend? Try taking the course Influencing Others on LinkedIn Learning!

Performance Management Opportunities
eLearning

Goal Setting
Self-Paced in Canvas through September

Audience: Staff and Managers of Staff
Each fiscal year Northeastern staff members document performance and development goals that guide how they will focus their time in the upcoming year and how their performance will be evaluated at the end of the year. Goal setting is important because it is foundational to the other activities in the performance and development cycle. This course provides Northeastern staff members and their managers best practices in the goal-setting process.

Leading with Feedback
Self-Paced in Canvas starting in October

Audience: Managers of Staff
Research indicates that consistent and effective feedback can propel performance. But delivering feedback can be challenging for both new and experienced leaders. In this module, you will learn why ongoing feedback is so important and how to deliver it effectively!

Manager Opportunities
Webinars

**Role of the Manager**
Wednesday, October 21st 1PM-3:00PM ET

Hosted by Northeastern Learning & Organizational Development
This workshop covers the key components of the manager's role: hiring and onboarding employees as well as performance management and professional development opportunities.

*Can’t attend? Try taking the course Employee Experience on LinkedIn Learning!*