The Northeastern Career Lattice: Discover Your Path Across the University

To round out our summer career development curriculum, come join colleagues who have navigated the unique twists and turns of the Northeastern career lattice. Through open and honest dialogue, the Northeastern Career Panel will share first-hand information and practical advice on their distinct careers paths while at Northeastern.

An interactive Q&A session will take place at the end of the event so please come prepared with your own career questions.

Panelists include:
- Sully Baez: Director of Finance and Operations in the School of Law
- Dave Merry: Associate Director of SAIL
- Ehrika Tourigny: Administrative Operations Manager in Information Technology Services

Providing Outstanding Customer Service Webinar

Providing outstanding customer service is one of the most rewarding yet challenging activities. Exceptional organizations that provide outstanding customer service will experience increased customer satisfaction, less associate turnover and increased revenues. This webinar will help you identify barriers to providing high-quality customer service, interact calmly and productively with angry and difficult customers, rephrase communication for better results, and develop a personal action plan to improve your customer service skills.

This webinar will be facilitated by Eva Churchill of E4Health, Northeastern’s Employee Assistance Program.

The Skilled Communicator: Understanding Your DiSC Workstyle

The DiSC behavioral assessment is one of the easiest to understand and just as easy to implement in any workplace environment. This workshop will help you gain a better understanding of why individuals behave differently when placed in the same situation and categorizes these behaviors into a model that encompasses four distinct types.

Participants will learn their preferred type and spend considerable time learning from one another on how to best relate to each type in the workplace. Emphasis will be placed on communication do’s and don’ts, as well as what motivates others in the workplace.

Whether you are managing others, interacting with clients, or just starting to navigate your way through the office, this workshop will offer powerful tools that can be implemented right away in both your professional and personal life!

This workshop will be facilitated by Kathy Wilson of KJR Consulting.
## Handling Difficult Conversations  
**Nov 6**

The most important skill anyone can have is the ability to communicate effectively. This day long workshop will provide a 7-step approach to handling difficult conversations, adapted from the acclaimed book “Crucial Conversations.” You will learn tools you need to manage life’s difficult and important conversations, have the honest dialogue, and achieve positive outcomes. Participants will come away with several tools and techniques that they can use to tackle any conversation with ease.

This workshop will be facilitated by Fabian De Rozario of KJR Consulting.

## Presentation Skills  
**Oct 31 & Dec 4**

Being a poised and polished speaker is a necessity in today’s dynamic workplace. This highly interactive two-part program will engage every participant to be confident and capable in speaking in front of others. Elements of verbal and non-verbal skills will be addressed, and participants will be energized with a renewed conviction to build public speaking capabilities. Real-time coaching is provided in practice sessions to ensure fast skill adoption.

This workshop has limited capacity due to the individual level of interaction for each participant. It will be two half days and you will need to attend both days.

This workshop will be facilitated by Kenya Rutland of KJR Consulting.

## Role of the Manager  
**Nov 27**

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

This workshop will be facilitated by Elisabeth Hughes, Learning & Development Manager; Amber Kestner, Learning & Development Consultant; & Karen Rasch, Talent Acquisition Director.

## Getting the Work Done  
**Nov 30**

Is it 5 o’clock and you’ve still got a full list of to dos on your desk? Or that project is due on Friday and you haven’t even started it yet? In this workshop you will learn about your personal time management type, understand the barriers to your productivity and how to develop strategies to get your work done. By the end of this course, you will be able to overcome any obstacle to being productive in the workplace.

This workshop will be facilitated by Amber Kestner, Learning & Development Consultant.
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.

This webinar will be facilitated by Elisabeth Hughes, Learning & Development Manager and Amber Kestner, Learning & Development Consultant.