PROFESSIONAL DEVELOPMENT PROGRAMS – OPEN TO ALL

**Emotional Intelligence**  March 27

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 offering takes a deeper dive into EQ through a four-hour workshop.*

**The Role of the Manager**  March 28 or June 6

Join us online for our first attempt at offering this three-hour session on the major components of the manager's role as a webinar. 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.*
The Indispensable Assistant

April 11 or May 17

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.

There are two options:

April 11 webinar from 1PM-3PM

May 17 in person from 9AM-4PM

Leading with Emotional Intelligence

April 17

Emotional intelligence is essential to strong leadership. Learn the five key characteristics that will enhance your reputation as a well-balanced leader.

There are two options for this webinar:

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

Dancing with Porcupines: Managing Conflict

May 7

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
Five Behaviors of a Cohesive Team  
May 29

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.

Setting SMART Goals  
May 30 or June 13

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 two hour webinar 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 webinar will be interactive and focus on helping you to get started. Please have a copy of your goals from this year or last year if you have them. Additionally, have any materials that may be helpful such as job descriptions, self-assessments, etc. available.

Communicating Across Generations  
June 19

Discuss the strengths and challenges of a multigenerational workforce and ways to promote teamwork among them all.

There are two options for this webinar:

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