Training Opportunities
FEBRUARY
2009

Managing Conflict Workshop
This workshop highlights winning strategies to cause a positive effect by managing workplace conflict. Participants will explore the definition and common causes of conflict, as well as how to effectively manage conflict and maintain respect. Through role play exercises, interactive discussion, and self-reflection including a review of HBDI thinking preferences, employees will uncover strategies for mediating conflict and diffusing tense situations appropriately. Participants will benefit by discovering how to address conflict and arrive at a mutually acceptable action plan for resolution.

Wednesday, February 4
10:00 am - 12:00 pm
Conference Room A
Tatjana Martinez, Facilitator

CPR Certification Class
Cardiopulmonary resuscitation (CPR) is an emergency medical procedure for a victim of cardiac arrest or, in some circumstances, respiratory arrest. This training class provides participants with the ability to recognize the signs and symptoms of both respiratory and cardiac arrest in adults and children. Trainees receive a two-year CPR certification card issued by the American Heart Association (AHA).

Tuesday, February 10
9:00 am - 12:00 pm
NMB Ballroom
Health Professions Division, Trainers

“Wardrobe Diaries: Self-Awareness and Discussion”
This workshop is designed to highlight the importance of professional attire, and how to establish an inexpensive wardrobe by taking inventory of clothing that already exists. In this workshop, participants will begin to discuss how to create staple items in one’s business wardrobe, and how to mix and match for a positive, professional visual impression.

Wednesday, February 25
10:00 am - 11:00 am
Conference Room B
Sonia Smith, Dr. Kim Durham, & Dr. Tara Saltzman, Facilitators
Office Communicator Software Training
Office Communicator is a unified communications application that helps end users be more productive by enabling them to communicate and collaborate easily with others in different locations or time zones using a range of different communication options. Integration with programs across the Microsoft Office system — including Word, Excel, PowerPoint, and OneNote—gives users many different ways to communicate directly from the context of their task. Everyone is encouraged to attend these hands-on training sessions. You will receive separate notification of these upcoming training sessions.

February 23 thru February 27- More information will come.

Also Coming this Spring.....

- Business Writing Skills
- Communicating with Diplomacy
- Exploring Workplace Diversity Through Self Awareness
- Managing Time and Priorities
- Recruitment and Retention of Quality Employees

To register or receive additional information, please contact Sonia Smith, Executive Director of Training at sonjas@nova.edu or call Ext. 28520.