Communicating with Diplomacy and Tact

This communication skills workshop will highlight the value of diplomacy and tact, and the impact on professional image. Activities and case studies provide discovery of ways to transmit ideas, thoughts, needs, and directions in a courteous and tactful manner. Topics include how to select and use the most appropriate words and emotional tone for every business situation. Through self-reflection and assessment, participants will gain insight into individual communication style, and how messages are conveyed to others. The strategies and tools presented in this two-hour workshop will empower attendees with tools necessary to enhance business relationships by communicating with diplomacy and tact.

Tuesday, April 21
10:00 am--12:00 pm
NMB Room 210
Dr. Beth Roberts, Facilitator

TECHNOLOGY TRAINING

Banner Training for Advanced Users

This Banner training class will provide attendees with an overview of the Banner screens used by those who research student and class records. Users will leave with a Quick-Reference Guide enables quick and easy access to frequently used Banner screens.

Tuesday, April 28
10:00 am--11:30 am
NMB Education Building, Room 304
Sonia Smith, Facilitator

To register or receive additional information about any of the upcoming workshops or training classes, please contact Sonia Smith, Executive Director of Training at sonjas@nova.edu or call Ext. 28520.