

The background of the slide is a photograph of a large, circular fountain at night. The fountain's central feature is a bronze sculpture of a shark leaping out of the water. The water is illuminated with blue and white lights, creating a vibrant, glowing effect. In the background, palm trees and a building are visible under a dark blue sky.

# Professional Development FY2018

“ Without change, something sleeps inside  
us, and seldom awakens.

The sleeper must awaken.

~ *Frank Herbert*



# Learning & Development

Each new day provides us with an opportunity to learn and grow. A chance for each of us to be our own personal best. We hope that you take advantage of the various offerings provided by NSU for all employees to develop new skills and discover ways to realize their own potential.

In this catalog you will find information about several new programs, a list of monthly offerings, and ideas for putting the Core Values into action - no matter your role! We encourage you to attend, participate, share with others, and let us know how we can best serve you in providing training to help you be your best!

Helping you succeed,

Jonathan Harrison  
Director of Learning & Organizational Development

# Accessing Training

The Learning and Organizational Development Department is here to help you succeed. Our goal is to consistently provide quality training and developmental opportunities aligned with the Mission, Vision 2020, and the Core Values.

General information for accessing training opportunities:

## Course Registration Instructions

To register for courses, log into Shark Talent Management, or follow this link:

<https://novasoutheastern.csod.com/default.aspx?ReturnUrl=https%3a%2f%2fnovasoutheastern.csod.com%2fLMS%2fcatalog%2fWelcome.aspx>

Once logged into Shark Talent Management, use the “search” function on the top right to find the class, or use the Event Calendar to locate the offering you wish to attend.

## Course Registration and Instructor-led Course Locations

Please take note of locations and special instructions for each offering in this catalog.

*Please Note: Course offerings are subject to change. Check Shark Talent Management for updates and the latest information.*



## Professional Development

COURSE	DATES OFFERED	PAGE
Getting the Most from Lynda.com	11/8/2017	15
Innovating Daily	12/13/2017	15
Goal Setting & Creating Habits	1/17/2018	16
Creating Opportunity	2/14/2018	16
Respectful Communication in the Workplace	3/14/2018	17
Emotional Intelligence	4/11/2018	17
Providing Excellent Customer Service	5/9/2018	18
Effective Collaboration	6/13/2018	18
Managing Conflict	7/11/2018	19

## Recommended Content from Lynda.com

COURSE	PAGE
Developing Your Professional Image	22
Leading Yourself	22
How To Use Lynda.com	22
Breaking Out of a Rut	23
Achieving Your Goals	23
Defining and Achieving Professional Goals	23
Communication	24
Developing Your Emotional Intelligence	24
Innovative Customer Service Techniques	24
Teamwork Foundations	24
Conflict Resolution Foundations	25

## Accessing Content from Lynda.com



The NSU Alvin Sherman Library is now proud to provide access to Lynda.com, a vast online library of high-quality, current, and engaging video tutorials taught by recognized industry experts.

It is accessible to the entire NSU community and you can now access it FOR FREE with your NSU Shark card.

With free access to online video tutorials, employees can learn from industry experts on business, technology, creative skills, and more all at their own pace. Whether they are a professional wanting to refresh their knowledge, or an amateur starting from square one, Lynda.com has relevant courses at a level for everyone. After an account is set up, users can fill in a profile and their interests which enables Lynda to recommend relevant videos to them.

To access your Lynda account, visit:

<https://sherman.library.nova.edu/auth/index.php>

# Employee Assistance Program



The EAP is a confidential, free resource that can help you deal with problems that seem overwhelming! No issue is too large or too small.

The EAP is available to all benefit-eligible NSU employees and every member of their household and includes up to six face-to-face counseling sessions per issue per plan year.

Access services online at [www.resourcesforliving.com](http://www.resourcesforliving.com) or by phone at 877-398-5816 (press option 1 for EAP services).

The Employee Assistance Program username is ICUBA and the password is 8773985816.

*Aetna provides our Behavioral Health & Substance Abuse coverage and the Employee Assistance Program (EAP). For employees enrolled in health care coverage transition from EAP utilization to an in-network Aetna provider is possible when using the Behavioral Health & Substance Abuse coverage after EAP services.*



## **NSU Tuition Waiver**

**Looking to realize your full potential? Obtain an Undergraduate, Master's, or Doctoral Degree from Nova Southeastern!**

Eligible employees enrolled in most for-credit classes or pre-requisite courses necessary for a degree program will receive a tuition waiver based on the program.

**For Complete Details, please go to:**

<http://www.nova.edu/hr/tuition-waiver-policy.html>

## **NSU University School**

**NSU Employees Receive 35% Tuition Discount to University School of NSU**

As part of your NSU employee benefits, your child is eligible for a 35 percent tuition discount to University School of NSU.

**For Complete Details, please call:**

**954-262-4452**

## **CORE VALUES**

# INTEGRITY

CORE VALUE

- Adhere to policies and practices to service stakeholders with honesty and fairness
- Demonstrate fiscal responsibility and operate as a steward of NSU's resources
- Openly admit mistakes and take action to correct situations or change behavior

# COMMUNITY

CORE VALUE

- Represent the University in a professional manner when engaging with the internal and external community
- Share information readily with others and respond to questions appropriately (or refer to the appropriate personnel)
- Demonstrate commitment to the University through actions and interactions within the internal and external community

# ACADEMIC EXCELLENCE

CORE VALUE

- Provide top quality resources and services to support academic excellence
- Identify issues that might affect academic excellence and escalate them to the appropriate stakeholder(s) or, if appropriate, participate in designing/implementing solutions
- Support a culture and environment that fosters learning

# INNOVATION

CORE VALUE

- Ask questions and constructively challenge existing processes and assumptions with novel, creative ideas
- Embrace change, when appropriate, and take on new challenges
- Seek, accept and build upon constructive feedback to develop novel and improved ideas

# STUDENT CENTERED

CORE VALUE

- Treat students with respect and dignity
- Actively listen to and respond to students' questions and/or concerns in a timely manner, regardless of mode of communication
- Encourage and, when applicable, incorporate students' input
- Support a culture and environment that fosters student centeredness

# OPPORTUNITY

CORE VALUE

- Seek and participate in additional learning opportunities inside and outside your area of responsibility
- Demonstrate initiative to enhance learning opportunities for professional growth and development
- Act as a role model to demonstrate growth, competence and professionalism

# SCHOLARSHIP RESEARCH

CORE VALUE

- Maintain awareness and understanding of the role of NSU's activities in scholarship and research
- Support a culture and environment for scholarship/research
- Pursue new information and make improvements based upon this knowledge.

# DIVERSITY

CORE VALUE

- Leverage the value and strength found in our diversity
- Listen to all internal and external stakeholders' opinions and points of view
- Intervene promptly if inappropriate behavior occurs and/or refers observed inappropriate behavior to the appropriate personnel

# **Professional Development**

**Instructor-Led  
Classroom Based  
Open To All Employees**

“If you could only sense how important you are to the lives of those you meet; how important you can be to the people you may never even dream of. There is something of yourself that you leave at every meeting with another person.”

*~ Fred Rogers*

# Shark Talent Live Events



The following live classes are offered for all employees of Nova South Eastern University.

Join us and many other employees from across Nova Southeastern University as we explore opportunities to grow and develop our skills.

Class sizes are limited, so be sure reserve your seat and make arrangements to be able to attend!

You may register for these sessions in Shark Talent Management at no cost.

**Getting the Most from Lynda.com****Dates offered – 11/8/17  
1:00pm-2:30pm****Class Description**

Make the most out of your Lynda.com membership. Attend this class to learn how to find the training and tools you need to create your own personalized learning path.

**Learning Outcomes**

- Learn about the types of videos offered at Lynda.com, including in-depth software training, first looks at up-and-coming technology trends, courses to help you develop critical business skills, techniques for creative pros, and inspirational documentaries
- Get a demo of special library features such as bookmarks, playlists, notes, transcripts, certificates of completion, and FAQs, and learn where to turn for help when you need it
- Find out how to access Lynda.com on the go, using our mobile apps and offline viewing capabilities

**Presenter:** Jonathan Harrison

Location: Knight Auditorium, in the Carl DeSantis Building

**Innovating Daily****Dates offered – 12/13/17  
1:00pm-2:30pm****Class Description**

Innovation is one of our Core Values and an invaluable skill in today's fast-paced business world. This class is designed to discuss how we can all use innovation, and provide techniques that can help us generate new ideas and better ways of doing things.

**Learning Outcomes**

- How to use a simple tool to help with innovation in any job or department
- The benefits of innovation in small and large projects
- Best practices in innovation that you can immediately put to use

**Presenter:** Jonathan Harrison

Location: Knight Auditorium, in the Carl DeSantis Building

**Goal Setting & Creating Habits****Dates offered – 1/17/18  
1:00pm-2:30pm****Class Description**

How do we know if difference between dreams and goals? A well-crafted goal is essential to success. This class will look at what does into creating an excellent goal, and includes tips, techniques, and strategies to assist in building habits to make your goals a reality.

**Learning Outcomes**

- Learn the effective elements of a well-crafted goal
- Apply best practices in habit building to improve success
- Identify, and change, patterns that may limit positive goals or habits

**Presenter:** Jonathan Harrison

Location: Knight Auditorium, in the Carl DeSantis Building

**Creating Opportunity****Dates offered – 2/14/18  
1:00pm-2:30pm****Class Description**

Opportunity is everywhere, if you know where to look. This class is an introduction to career planning and provides tips and strategies to help you seize the opportunities available to you.

**Learning Outcomes**

- Explore career development
- Learn how to outline a career path
- Develop transferrable skills, habits, and attitudes that will help you succeed anywhere

**Presenter:** Jonathan Harrison

Location: Knight Auditorium, in the Carl DeSantis Building



**Respectful Communication in the Workplace****Dates offered – 3/14/18  
1:00pm-2:30pm****Class Description**

The workplace is focused on getting tasks done. It also is a place where work and personal relationships are formed. Thus, it's important to understand your own workplace culture so you know how to navigate these relationships successfully.

**Learning Outcomes**

- Distinguish different kinds of boundaries
- Develop skills to maintain healthy boundaries
- Understand successful communication
- Understand the wide range of factors in dealing with different personalities and situations
- Learn helpful strategies when dealing with different personalities

**Presenter :** EAP Consultant

Location: Knight Auditorium, in the Carl DeSantis Building

**Emotional Intelligence****Dates offered – 4/11/18  
1:00pm-2:30pm****Class Description**

Do you know your EQ? People with high emotional intelligence tend to have stronger relationships and bounce back more easily after negative life events. This seminar provides participants with some tools to improve their emotional intelligence.

**Learning Outcomes**

- Define emotional intelligence
- Understand your own feelings and the feelings of others
- Develop tools to cope with feelings

**Presenter:** EAP – Barbara Perino

Location: Knight Auditorium, in the Carl DeSantis Building

**Providing Excellent Customer Service****Dates offered – 5/9/18  
1:00pm-2:30pm****Class Description**

Difficult people make our jobs more challenging. We tend to feel frustrated, angry and uncomfortable when we encounter someone who is a challenge. It helps to focus on what we can do rather than wishing it would all go away or that the other person will change. Difficult interactions tend to be the exception rather than the norm.

But they usually create a majority of our job stress.

**Learning Outcomes**

- How to control your own response
- Essential components of communication
- Appropriate customer service etiquette
- Good habits to promote successful interactions
- Strategies to deal with situations and people when they do escalate

**Presenter:** Jonathan Harrison

Location: Knight Auditorium, in the Carl DeSantis Building

**Effective Collaboration****Dates offered – 6/13/18  
1:00pm-2:30pm****Class Description**

Teamwork is a key skill in any role – this class will provide effective strategies and approaches to improve your ability to partner with others.

**Learning Outcomes**

- How to bring teams together
- How to be an excellent team member
- Increased problem solving capacity

**Presenter:** Jonathan Harrison

Location: Knight Auditorium, in the Carl DeSantis Building

**Managing Conflict**

**Dates offered – 7/11/18**

**1:00pm-2:30pm**

**Class Description**

Improve your ability to manage and resolve conflict in this session with skills that can be used at work, home, or anywhere you go!

**Learning Outcomes**

- Understand how to navigate difficult conversations
- Learn ways to improve your communication skills
- Develop active listening skills

**Presenter:** Jonathan Schulte

Location: Knight Auditorium, in the Carl DeSantis Building

## **Recommended Lynda.com Courses**

**Online**

**Self-Directed**

**Open To All Employees**

“Education is not preparation for life;  
education is life itself.

*~ John Dewey*



Select courses from Lynda.com have been uploaded into the Shark Talent Management System. You can search and register for these courses at your convenience by logging into Shark Talent Management as searching by title.

### **About Lynda.com Access for NSU Employees**

The NSU Alvin Sherman Library is now proud to provide access to Lynda.com, a vast online library of high-quality, current, and engaging video tutorials taught by recognized industry experts.

It is accessible to the entire NSU community and you can now access it FOR FREE with your NSU Shark card.

With free access to online video tutorials, employees can learn from industry experts on business, technology, creative skills, and more all at their own pace. Whether they are a professional wanting to refresh their knowledge, or an amateur starting from square one, Lynda.com has relevant courses at a level for everyone. After an account is set up, users can fill in a profile and their interests which enables Lynda to recommend relevant videos to them.

To access your Lynda account, visit:

<https://sherman.library.nova.edu/auth/index.php>

## **Developing Your Professional Image**

In this course, executive coach and organizational psychologist Gemma Leigh Roberts provides tips and guidance that can help you successfully navigate the start of your professional career. Gemma highlights the main differences between campus life and being part of the workforce, and explains how to develop the right mindset for dealing with workplace challenges and getting ahead in your career. Plus, she shares tips for acclimating to a new workplace, and discusses how to create a career strategy that sets you up for success, focusing on your vision, mission, goals, and targets.

## **Leading Yourself**

Before you can effectively lead others, you need to lead yourself. In this course, learn how to manage your mindset, behaviors, and workplace relationships to help you stand out in your organization and in your industry as a leader. Whether you're on the management track or you're an individual contributor, authors and leadership experts Lisa Earle McLeod and Elizabeth McLeod can help you take charge of your own learning. They explain when and where you need to be leading yourself, as well as how to track your goals, take charge of your own development, and even give yourself a performance review. Plus, learn tips for motivating yourself, leading your peers, and managing your boss.

## **How To Use Lynda.com**

Make the most out of your Lynda.com membership. Watch this course to learn how to quickly find the training and tools you need to create your own personalized learning path. First, find out about the types of videos we offer at Lynda.com, including in-depth software training, first looks at up-and-coming technology trends, courses to help you develop critical business skills, techniques for creative pros, and inspirational documentaries. Then get a demo of special library features such as bookmarks, playlists, notes, transcripts, certificates of completion, and FAQs, and learn where to turn for help when you need it. Plus, find out how to access Lynda.com on the go, using our mobile apps and offline viewing capabilities.

## **Breaking Out Of A Rut**

Ever feel like you're in a rut? Most people in creative fields have experienced a rut, whether it manifests as a lack of ideas, follow-through, or enthusiasm. Sometimes it's just boredom that comes with routine. Stefan Mumaw designed this course to help you identify the type of rut you're in and its cause, and then break out of it with a series of short-, mid-, and long-term creative nudges. From techniques to get you thinking alternatively to life-changing educational opportunities, the course serves to bust every level of creative rut with actionable ideas and encouragement that's designed to get you back on the path to creative success. The course is more resource than classroom, designed to be something you can return to each and every time you feel stuck on a project or stalled in your career.

## **Achieving Your Goals**

Setting achievable goals is one of the first steps toward a successful career and meaningful personal development. In this business skills course for lynda.com, author Dave Crenshaw shows smart ways to create a vision, develop a quantifiable goal, turn that goal into actions, and share that commitment publicly to establish accountability. Along the way, discover the importance of celebrating successes and reviewing your progress in order to stay motivated and establish a pattern of successful goal setting.

## **Defining And Achieving Professional Goals**

Plenty of people have had the experience of setting goals and then failing to achieve them—think of all the New Year's resolutions that are never realized. But with the right strategies, even your loftiest professional goals are attainable. In this course, career and personal branding expert Dorie Clark helps you identify what's most important to you, and provides specific strategies for achieving your goals, such as getting an accountability partner, making your intentions public, and more. She also helps you maintain your goals by sharing tips and techniques for turning your goals into habits.



## **Communication**

Effective communication is more than what you say. Make your message more impactful, and get the results you want in work and life. In this course, author and UCLA Anderson School Professor John Ullmen, PhD, walks you through strong and clear communication strategies that will help you improve your listening, your message, your delivery, and your effectiveness. These strategies work across departments, teams, and cultures and help you get through communication blockers.

## **Developing Your Emotional Intelligence**

Emotional intelligence can help you build effective relationships at work. Executive coach and organizational psychologist Gemma Roberts explains what emotional intelligence is and why it's important. She helps you become more self-aware so that can identify triggers that may hijack your performance. She also helps you align your intentions and your impact so that you can build strong and collaborative relationships.

## **Innovative Customer Service Techniques**

Companies often want their employees to think outside the box when it comes to great customer service. Managers and frontline employees, in turn, often want to learn new techniques to boost customer service ratings. This course delivers new and cutting-edge research that can be used to take customer service to new levels. Jeff Toister shows how to influence customer perceptions, enhance your "service sense," and build teamwork in order to exceed customer expectations.

## **Teamwork Foundations**

Learn the qualities of effective teams and the role you, as a member, play in creating an effective team. In addition to the importance of knowing your own strengths and weaknesses, management trainer Chris Croft emphasizes the importance of delivering on expectations, listening to other team members, communicating clearly, playing more than one role, and being supportive.

## Conflict Resolution Foundations

Improve your relationships with your coworkers, clients, and managers and find your way through conflict back to cooperation. In this course, negotiation consultant Lisa Gates shares the secrets of effective conflict resolution and reveals simple, repeatable techniques that apply in most business situations. She'll present a six-step framework for exploring and navigating conflict resolution, including identifying the issue, separating the people from the problem, overcoming roadblocks to resolution, exploring cultural differences, and getting to agreement.



**To access Lynda, visit:**

<https://sherman.library.nova.edu/auth/index.php>

For more information, contact 954-262-4613.



# **Flyers for Professional Development**

# BE A BETTER YOU.

A vast online library of instructional videos covering the latest software, creative, and business skills.

**Lynda.com**<sup>®</sup>

A LINKEDIN COMPANY

at the NSU Alvin Sherman Library

[lib.nova.edu/lynda](http://lib.nova.edu/lynda)

**THE NSU ALVIN SHERMAN LIBRARY IS NOW PROUD TO PROVIDE ACCESS TO LYNDA.COM, A VAST ONLINE LIBRARY OF HIGH-QUALITY, CURRENT, AND ENGAGING VIDEO TUTORIALS TAUGHT BY RECOGNIZED INDUSTRY EXPERTS.**

**IT IS ACCESSIBLE TO THE ENTIRE NSU COMMUNITY AND YOU CAN NOW ACCESS IT FOR FREE WITH YOUR NSU SHARK CARD.**

**JOIN US TO LEARN ABOUT GETTING THE MOST OUT OF LYNDA.COM**

**NOVEMBER 8TH | 1:00PM-2:30PM**

DeSantis Building, Knight Auditorium

R.S.V.P. via Shark Talent Management

Academic Excellence  
Student Centered  
Integrity  
Innovation

Opportunity  
Scholarship/Research  
Diversity  
Community



# PROFESSIONAL DEVELOPMENT

# INNOVATION

INNOVATION IS ONE OF OUR CORE VALUES AND AN INVALUABLE SKILL IN TODAY'S FAST-PACED BUSINESS WORLD.

THIS CLASS IS DESIGNED TO DISCUSS HOW WE CAN ALL USE INNOVATION, AND PROVIDE TECHNIQUES THAT CAN HELP US GENERATE NEW IDEAS AND BETTER WAYS OF DOING THINGS.

- LEARNING OUTCOMES
- 
- \* HOW TO USE A SIMPLE TOOL TO HELP WITH INNOVATION IN ANY JOB OR DEPARTMENT
- \* THE BENEFITS OF INNOVATION IN SMALL AND LARGE PROJECTS
- \* BEST PRACTICES IN INNOVATION THAT YOU CAN IMMEDIATELY PUT TO USE
- 

**DECEMBER 13TH | 1:00PM-2:30PM**

DeSantis Building, Knight Auditorium

R.S.V.P. via Shark Talent Management

Academic Excellence  
Student Centered  
Integrity  
Innovation

Opportunity  
Scholarship/Research  
Diversity  
Community

A SHARK TALENT LIVE EVENT

# PROFESSIONAL DEVELOPMENT



## GOAL SETTING & CREATING HABITS

A Professional Development opportunity  
for all NSU Employees

**JANUARY 17TH | 1:00PM-2:30PM**

DeSantis Building, Knight Auditorium

R.S.V.P. via Shark Talent Management

Academic Excellence  
Student Centered  
Integrity  
Innovation

Opportunity  
Scholarship/Research  
Diversity  
Community



A SHARK TALENT LIVE EVENT

# PROFESSIONAL DEVELOPMENT

# Creating Opportunity

A Professional Development  
opportunity for all NSU Employees

## Details:

When - February 14th  
1:00pm-2:30pm

Where - DeSantis Building  
Knight Auditorium

R.S.V.P. - Via SharkTalent

## Explore Career Development

Opportunity is everywhere, if you  
know where to look.

This class is an introduction to  
career planning and provides tips  
and strategies to help you seize the  
opportunities available to you.

Academic Excellence  
Student Centered  
Integrity  
Innovation

Opportunity  
Scholarship/Research  
Diversity  
Community





# PROFESSIONAL DEVELOPMENT

# Respectful Communication in the Workplace

THE WORKPLACE IS FOCUSED ON GETTING TASKS DONE. IT ALSO IS A PLACE WHERE WORK AND PERSONAL RELATIONSHIPS ARE FORMED. JOIN US TO UNDERSTAND YOUR OWN WORKPLACE CULTURE SO YOU KNOW HOW TO NAVIGATE THESE RELATIONSHIPS SUCCESSFULLY.

A Professional Development opportunity  
for all NSU Employees

**MARCH 14TH | 1:00PM-2:30PM**

DeSantis Building, Knight Auditorium

R.S.V.P. via Shark Talent Management

Academic Excellence  
Student Centered  
Integrity  
Innovation

Opportunity  
Scholarship/Research  
Diversity  
Community

A SHARK TALENT LIVE EVENT

# PROFESSIONAL DEVELOPMENT

## EMOTIONAL INTELLIGENCE

Do you know your EQ?

People with high emotional intelligence tend to have stronger relationships and bounce back more easily after negative life events. This seminar provides participants with some tools to improve their emotional intelligence.

### Details:

When - April 11th 1:00pm-2:00pm

Where - DeSantis Building, Knight Auditorium

R.S.V.P. - Via SharkTalent

Academic Excellence  
Student Centered  
Integrity  
Innovation

Opportunity  
Scholarship/Research  
Diversity  
Community



# PROFESSIONAL DEVELOPMENT



## PROVIDING EXCELLENT CUSTOMER SERVICE

### Providing Excellent Customer Service

- How to control your own response
- Essential components of communication
- Appropriate customer service etiquette
- Good habits to promote successful interactions
- Strategies to deal with situations and people when they do escalate

A Professional Development opportunity for all NSU Employees

**MAY 9TH | 1:00PM-2:00PM**

DeSantis Building, Knight Auditorium

R.S.V.P. via Shark Talent Management

Academic Excellence  
Student Centered  
Integrity  
Innovation

Opportunity  
Scholarship/Research  
Diversity  
Community

A SHARK TALENT LIVE EVENT

# PROFESSIONAL DEVELOPMENT

# EFFECTIVE COLLABORATION

**TEAMWORK IS A KEY SKILL IN ANY ROLE – THIS CLASS WILL PROVIDE EFFECTIVE STRATEGIES AND APPROACHES TO IMPROVE YOUR ABILITY TO PARTNER WITH OTHERS.**

**IN THIS CLASS, WE WILL LOOK AT:**

**HOW TO BRING TEAMS TOGETHER  
HOW TO BE AN EXCELLENT TEAM MEMBER  
INCREASED PROBLEM SOLVING CAPACITY**



A Professional Development opportunity for all NSU Employees

**JUNE 13TH | 1:00PM-2:30PM**

DeSantis Building Knight Auditorium

R.S.V.P. via Shark Talent Management

Academic Excellence  
Student Centered  
Integrity  
Innovation

Opportunity  
Scholarship/Research  
Diversity  
Community



A SHARK TALENT LIVE EVENT

**PROFESSIONAL  
DEVELOPMENT**

# **MANAGING CONFLICT**

**Improve your ability to manage and resolve conflict in this session with skills that can be used at work, home, or anywhere you go!**

**In this class, we will look at:**

**Understand how to navigate difficult conversations**

**Learn ways to improve your communication skills**

**Develop active listening skills**

A Professional Development opportunity for all NSU Employees

**JULY 11TH | 1:00PM-2:30PM**

DeSantis Building Knight Auditorium

R.S.V.P. via Shark Talent Management

Academic Excellence  
Student Centered  
Integrity  
Innovation

Opportunity  
Scholarship/Research  
Diversity  
Community

