**Being an Effective Team Member**
Effective teams are key to providing quality service and remaining competitive. This interactive seminar focuses on each individual team member’s responsibility to improve their productivity and value through the contribution of new ideas. The facilitator will define the purpose and characteristics of teams, discuss individual behaviors that contribute or detract from team success, and outline specific tips and techniques to become a more effective team member.

**Tuesday, February 15, 2022**
11:00AM to 12:00PM

[Register Here](#)

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**Business Etiquette**
What is business etiquette, and what are some potential problems for workplaces that ignore this key behavior? This workshop reviews skills that staff in all work settings must learn to adopt and practice. Topics include best practices for telephone, cell phone and email communications, dressing for success, and avoiding cross-cultural pitfalls.

**Wednesday, March 23, 2022**
10:00AM to 11:00AM

[Register Here](#)

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**Developing a Customer-Focused Attitude**
Customer service skills are key to providing a positive and productive experience. Not only do we deal with the external customer, but we also interact with internal customers, our coworkers. This workshop includes a self-test to help participants recognize their strengths and weaknesses in this area. Other topics include dealing with angry or difficult customers, diffusing difficult situations and “the five foundations for a successful customer interaction,” which helps participants recognize opportunities for improving customer service and retention.

**Thursday, April 28, 2022**

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Understanding Emotional Intelligence

Studies show that success in our careers is not necessarily based on our IQ, but more often on our EQ, or Emotional Quotient. This workshop reviews the importance of understanding your emotional intelligence, and the differences between your EQ and IQ. It also reviews the five basic emotional competencies: self-awareness, handling emotions, motivation, empathy and social skills, as well as strategies for enhancing these competencies.

Monday, May 16, 2022
11:00AM to 12:00PM

Register Here