This month HR Learning and Development is focused on resources to help you ELEVATE your ability to influence, your leadership strengths, and your interaction skills. Select a course title to register and learn more, or connect with us at: HRLearningandDevelopment@ua.edu or 348-9700.

**The Professional Development Series:**
- Quality, Service and Professionalism, 2/12
- Effective Communication Techniques and Skills, 2/19
- Legal Issues and Workplace Safety, 3/25

**The IRB and You:**
- How to Submit an Application, 2/12, 2/19

**Harbor Training, 2/19**

**Know Your Responsibilities:**
- What Supervisors Need to Know - ADA/FML, 2/20

**Developing Positive Assertiveness, 2/20**

**Building Awareness:**
- Sensitivity and Human Relations, 2/25

**UA Essentials for Management Series:**
- Policy and Procedure, 2/26
- Recruitment and Selection, 3/5
- Communicating Expectations, 3/19
- Managing Performance and Behavior, 3/26

**Customer Service from A to Z (Apple to Zappos):**
- Experience Apple, 2/26