April is packed with offerings designed to help you improve your ability to RESPOND in both routine and sensitive interactions with students, faculty, staff and customers, whether using face-to-face or written communication.

Select a title or image for more information, or contact: HRLearningandDevelopment@ua.edu or 348-9700.

**Training & Workshops**

**Conducting Performance Reviews, 4/9 & 4/17**

**Dimensions of Diversity, 4/11**

**Know Your Responsibilities: What Every Supervisor Needs to Know about FML and ADA, 4/12**

**The IRB and You, 4/17**

**Experience Customer Service from A to Z: Experience Zappos, 4/18**

**Improving Your Writing: The Basics of Style, 4/19**

**Professional Development Series: Business and Technology, 4/24**

**Harbor Training, 4/25**

**Concur Travel & Expense, 4/25**

**An Introduction to Spark Online, 4/11 & 4/27**

**Etiquette Advantage In Business Series**

**Summer 2018 Dates**

Etiquette Advantage—5/22
Digital Manners—6/7
Telephone Etiquette—6/21
General Office Manners—7/12

**Invisible Influence: The Hidden Forces That Shape Behavior**

Join us for this Live Webinar ~ with Jonah Berger, author of Invisible Influence

April 24, 11:00-Noon