This month HR Learning and Development is encouraging employees to ASSERT themselves to acquire the skills and knowledge needed to enhance interactions with customers, respond to inappropriate behavior, and strengthen teamwork.

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

---

**Building Awareness:**
Sensitivity and Human Relations, 5/15

The IRB and You
5/15, 6/5

Managing Income and Debt, 5/15

Halfway There: A Retirement Check Point
5/15

**Concur Travel and Expense:**
System Overview and Introduction, 5/16

Know Your Rights: ADA and FML for Employees, 5/17

**Professional Development Series:**
Teamwork and Partnerships—5/16
Quality, Service and Professionalism—5/30

Introduction to Spark Online
5/30

Developing Positive Assertiveness, 5/22

The Etiquette Advantage In Business, 5/22

Harbor Training, 5/23

---

**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

---

**TEAMING:**
How Organizations Learn, Innovate and Compete in a Knowledge Economy
May 24, 11:00-12:00