The first full week of October is National Customer Week and HR Learning and Development is promoting a BALANCE of professional and personal development opportunities to serve the Work-Life needs of our customers — the UA family!

Select an image or course title to learn more or connect with us at: HRLearningandDevelopment@ua.edu or 348-9700.

**Experience Customer Service From A (Apple) to Z (Zappos)**

Experience Apple - October 24
Experience Disney - November 15
Experience Starbucks - December 6

**Featured Leadership Workshop**
Capitalizing On Your Leadership Competencies
October 16, 1:30-4:30

**Policy and Procedure**
The IRB and You, 10/3 and 10/25

**Know Your Responsibilities:**
What Every Supervisor Needs to Know About ADA and FML, 10/17

**Systems and Technology**
Banner Finance-Version 9, 10/5
Procure to Pay, 10/18

**Series**
Professional Development Series:
Effective Communication Techniques, 10/9

**UA Essentials for Management:**
Policy and Procedure - 10/12
Recruitment and Selection - 10/26
Communicating Expectations - 11/2
Managing Performance - 11/16

**Self Inflicted Overload**
October 5, 9:00-10:30

**Time Management Processes and Solutions**
October 6, 10:00-11:30

**Dimensions of Diversity**
October 18, 1:30-3:30

**Harbor Training**
October 25, 2:45-4:45