This is National Customer Service 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 Disney - 10/24
Experience Customer Delight - 11/28

Building Awareness: Sensitivity and Human Relations
October 10, 1:30-3:30

Time Management Processes and Solutions
October 15, 3:00-4:30

Managing Me
October 16, 10:00-11:30

Harbor Training
October 30, 2:30-4:30

PR/Green Card Processing -
For Hiring Departments and Managers, 10/3

Pathways to Permanent Residency -
For Int’l Faculty, Staff and Researchers, 10/3

Youth Protection Programs:
The Registration Process, 10/3
Managing Medical Concerns, 10/30

UA Essentials for Management:
Policy and Procedure, 10/11
Communicating Expectations, 10/18
Managing Performance, 11/1
Recruitment and Selection, 11/8

Professional Development Series:
Legal Issues and Workplace Safety, 10/11

Know Your Rights:
Basics of ADA/FML for Employees, 10/11

Capitalizing on Leadership Competencies, 10/15

The IRB and You, 10/16

Course Leaf Training for Catalog Editors, 10/23

Bookmark These Offerings!