

PRESENTS

Customer-Centered Excellence Part 1: Elevating Service

Learn about customer-centric
service principles that drive a
culture of excellence.

Friday, August 9

10:30 a.m. - Noon

Hybrid: OMB N600 & Zoom



- **Explain** principles of empathy, proactive service, and great customer expectations to enhance customer interactions
- **Implement** tools and strategies learned in training to lead customer-centric success within their organization
- **Engage** in a culture of excellence by applying the acquired skills to drive improvements in customer service

Scan to learn more!



PRESENTS

Customer-Centered Excellence Part 2: Elevating Service

Learn about customer-centric
service principles that drive a
culture of excellence.

Friday, August 16

10:30 a.m. - Noon

Hybrid: OMB N600 & Zoom



- **Assess** the effectiveness of empathy and proactive service strategies to improve customer interactions
- **Design** advanced customer-centric initiatives to foster a culture of excellence
- **Evaluate** customer service practices and recommend improvements for sustained success

Scan to learn more!



PRESENTS

Panopto Basics:

Capture. Share. Engage.

Boost engagement and learning
with Panopto, UHD's video
recording, management, and
sharing tool.

Thursday, June 6
10:00 a.m. - 11:00 a.m.
Hybrid: ACAD 700E & Zoom



- **Identify** a new way to interact with students and colleagues through video
- **Discover** this powerful video tool that can transform your classes and meeting
- **Develop** your video skills and streamline your workflows

Scan to learn more!



PRESENTS

Deciphering the Silent Signals:

Mastering Communication

WITH

Dr. Steven Villano

Explore layers of effective
communication.

Thursday, July 11

10:30 a.m. - Noon

Hybrid: OMB N600 & Zoom



- **Analyze** non-verbal communication cues to enhance understanding and interaction in professional settings
- **Apply** effective feedback strategies learned in practical exercises to inspire growth and development in others
- **Evaluate** communication techniques and use improvements based on reflective learning experiences

Scan to learn more!

