



NOVA SOUTHEASTERN  
UNIVERSITY

**NSU**  
Florida

“ Without change, something sleeps inside  
us, and seldom awakens.

The sleeper must awaken.

~ *Frank Herbert*



## Professional Development

Each new day provides us with an opportunity to learn and grow. A chance for each of us to be our own personal best. We hope that you take advantage of the various offerings provided by NSU for all employees to develop new skills and discover ways to realize their own potential.

In this catalog you will find information about several new programs, a list of monthly offerings, and ideas for putting the Core Values into action - no matter your role! We encourage you to attend, participate, share with others, and let us know how we can best serve you in providing training to help you be your best!

Helping you succeed,

Jonathan Harrison  
Director of Learning & Organizational Development

## Accessing Training

The Learning and Organizational Development Department is here to help you succeed. Our goal is to consistently provide quality training and developmental opportunities aligned with the Mission, Vision 2020, and the Core Values.

General information for accessing training opportunities:

### Course Registration Instructions

To register for courses, log into Shark Talent Management, or [click here](#)

**Once logged into Shark Talent Management, use the “search” function on the top right to find the class, or use the Event Calendar to locate the offering you wish to attend.**

### Course Registration and Instructor-led Course Locations

Please take note of locations and special instructions for each offering in this catalog.

*Please Note: Course offerings are subject to change. Check Shark Talent Management for updates and the latest information.*

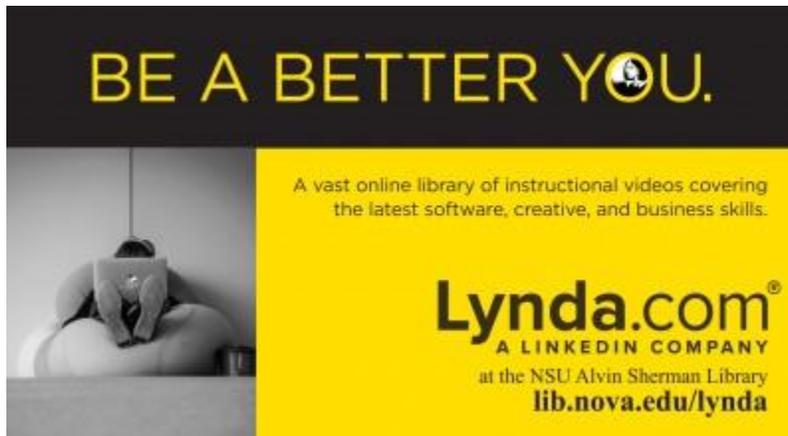
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# Accessing Content from Lynda.com



The NSU Alvin Sherman Library is proud to provide access to Lynda.com, a vast online library of high-quality, current, and engaging video tutorials taught by recognized industry experts.

It is accessible to the entire NSU community and you can access it FOR FREE with your NSU Shark card.

With free access to online video tutorials, employees can learn from industry experts on business, technology, creative skills, and more all at their own pace. Whether they are a professional wanting to refresh their knowledge, or an amateur starting from square one, Lynda.com has relevant courses at a level for everyone. After an account is set up, users can fill in a profile and their interests which enables Lynda to recommend relevant videos to them.

**To access Lynda, visit:**

<https://sherman.library.nova.edu/auth/index.php>

For more information, contact 954-262-4613.

# Employee Assistance Program



The EAP is a confidential, free resource that can help you deal with problems that seem overwhelming! No issue is too large or too small.

The EAP is available to all benefit-eligible NSU employees and every member of their household and includes up to six face-to-face counseling sessions per issue per plan year.

Access services online at [www.resourcesforliving.com](http://www.resourcesforliving.com) or by phone at 877-398-5816 (press option 1 for EAP services).

The Employee Assistance Program username is ICUBA and the password is 8773985816.

*Aetna provides our Behavioral Health & Substance Abuse coverage and the Employee Assistance Program (EAP). For employees enrolled in health care coverage transition from EAP utilization to an in-network Aetna provider is possible when using the Behavioral Health & Substance Abuse coverage after EAP services.*

# NSU Tuition Waiver

**Looking to realize your full potential? Obtain an Undergraduate, Master's, or Doctoral Degree from Nova Southeastern!**

Eligible employees enrolled in most for-credit classes or pre-requisite courses necessary for a degree program will receive a tuition waiver based on the program.

**For Complete Details, please go to:**

<http://www.nova.edu/hr/tuition-waiver-policy.html>

## NSU University School

**NSU Employees Receive 35% Tuition Discount to University School of NSU**

As part of your NSU employee benefits, your child is eligible for a 35 percent tuition discount to University School of NSU.

**For Complete Details, please call:**

**954-262-4452**

# INTEGRITY

CORE VALUE

- Adhere to policies and practices to service stakeholders with honesty and fairness
- Demonstrate fiscal responsibility and operate as a steward of NSU's resources
- Openly admit mistakes and take action to correct situations or change behavior

# COMMUNITY

CORE VALUE

- Represent the University in a professional manner when engaging with the internal and external community
- Share information readily with others and respond to questions appropriately (or refer to the appropriate personnel)
- Demonstrate commitment to the University through actions and interactions within the internal and external community

# ACADEMIC EXCELLENCE

CORE VALUE

- Provide top quality resources and services to support academic excellence
- Identify issues that might affect academic excellence and escalate them to the appropriate stakeholder(s) or, if appropriate, participate in designing/implementing solutions
- Support a culture and environment that fosters learning

# INNOVATION

CORE VALUE

- Ask questions and constructively challenge existing processes and assumptions with novel, creative ideas
- Embrace change, when appropriate, and take on new challenges
- Seek, accept and build upon constructive feedback to develop novel and improved ideas

# STUDENT CENTERED

CORE VALUE

- Treat students with respect and dignity
- Actively listen to and respond to students' questions and/or concerns in a timely manner, regardless of mode of communication
- Encourage and, when applicable, incorporate students' input
- Support a culture and environment that fosters student centeredness

# OPPORTUNITY

CORE VALUE

- Seek and participate in additional learning opportunities inside and outside your area of responsibility
- Demonstrate initiative to enhance learning opportunities for professional growth and development
- Act as a role model to demonstrate growth, competence and professionalism

# SCHOLARSHIP RESEARCH

CORE VALUE

- Maintain awareness and understanding of the role of NSU's activities in scholarship and research
- Support a culture and environment for scholarship/research
- Pursue new information and make improvements based upon this knowledge.

# DIVERSITY

CORE VALUE

- Leverage the value and strength found in our diversity
- Listen to all internal and external stakeholders' opinions and points of view
- Intervene promptly if inappropriate behavior occurs and/or refers observed inappropriate behavior to the appropriate personnel

# **Professional Development**

## Creating Opportunity

Dates offered – 8/8/18  
12:30pm-2:00pm

### Class Description

Opportunity is everywhere, if you know where to look. This class is an introduction to career planning and provides tips and strategies to help you seize the opportunities available to you.

### Learning Outcomes

- Explore career development
- Learn how to outline a career path
- Develop transferrable skills, habits, and attitudes that will help you succeed anywhere

**Presenter:** Jonathan Harrison

**Location:** Carl DeSantis Building, Room 1048/1049

## Innovating Daily

Dates offered – 9/12/18  
12:30pm-2:00pm

### Class Description

Innovation is one of our Core Values and an invaluable skill in today's fast-paced business world. This class is designed to discuss how we can all use innovation, and provide techniques that can help us generate new ideas and better ways of doing things.

### Learning Outcomes

- How to use a simple tool to help with innovation in any job or department
- The benefits of innovation in small and large projects
- Best practices in innovation that you can immediately put to use

**Presenter:** Jonathan Harrison

**Location:** Knight Auditorium, in the Carl DeSantis Building

**Providing Excellent Customer Service****Dates offered – 10/10/18  
12:30pm-2:00pm****Class Description**

Difficult people make our jobs more challenging. We tend to feel frustrated, angry and uncomfortable when we encounter someone who is a challenge. It helps to focus on what we can do rather than wishing it would all go away or that the other person will change. Difficult interactions tend to be the exception rather than the norm. But they usually create a majority of our job stress.

**Learning Outcomes**

- How to control your own response
- Essential components of communication
- Appropriate customer service etiquette
- Good habits to promote successful interactions
- Strategies to deal with situations and people when they do escalate

**Presenter:** Jonathan Harrison**Location:** Knight Auditorium, in the Carl DeSantis Building**Goal Setting & Creating Habits****Dates offered – 11/7/18  
12:30pm-2:00pm****Class Description**

How do we know if difference between dreams and goals? A well-crafted goal is essential to success. This class will look at what does into creating an excellent goal, and includes tips, techniques, and strategies to assist in building habits to make your goals a reality.

**Learning Outcomes**

- Learn the effective elements of a well-crafted goal
- Apply best practices in habit building to improve success
- Identify, and change, patterns that may limit positive goals or habits

**Presenter:** Jonathan Harrison**Location:** Knight Auditorium, in the Carl DeSantis Building

## Emotional Intelligence

Dates offered – 12/11/18  
1:00pm-2:30pm

### Class Description

Do you know your EQ? People with high emotional intelligence tend to have stronger relationships and bounce back more easily after negative life events. This seminar provides participants with some tools to improve their emotional intelligence.

### Learning Outcomes

- Define emotional intelligence
- Understand your own feelings and the feelings of others
- Develop tools to cope with feelings

**Presenter :** EAP Consultant

**Location:** Knight Auditorium, in the Carl DeSantis Building

## Respectful Communication in the Workplace

Dates offered – 1/9/19  
1:00pm-2:30pm

### Class Description

The workplace is focused on getting tasks done. It also is a place where work and personal relationships are formed. Thus, it's important to understand your own workplace culture so you know how to navigate these relationships successfully.

### Learning Outcomes

- Distinguish different kinds of boundaries
- Develop skills to maintain healthy boundaries
- Understand successful communication
- Understand the wide range of factors in dealing with different personalities and situations
- Learn helpful strategies when dealing with different personalities

**Presenter :** EAP Consultant

**Location:** Knight Auditorium, in the Carl DeSantis Building

**Time Management****Dates offered – 2/13/19  
12:30pm-2:00pm****Class Description**

How do you make the most of the time that you have? This class is designed to teach strategies for prioritization, time management, and energy management. We will discuss practical tip and techniques you can use to take control of your task list

**Learning Outcomes**

- How to best manage your energy
- Essential components of productivity
- Creating a system to get the right things done, in the right order

**Presenter:** Jonathan Harrison**Location:** Knight Auditorium, in the Carl DeSantis Building**Leading Yourself****Dates offered – 3/13/19  
12:30pm-2:00pm****Class Description**

Success starts with being able to lead yourself well. Learn how to manage your mindset, behaviors, and workplace relationships to help you stand out. Join us as we explore ways to set yourself up for success in your career and beyond!

**Learning Outcomes**

- Learn the key disciplines you need to master for career management
- Apply best practices of to leaders to manage your own career
- Identify your strengths and key skills

**Presenter:** Jonathan Harrison**Location:** Knight Auditorium, in the Carl DeSantis Building

## Connecting with Your Values

Dates offered – 4/10/19

1:00pm-2:30pm

### Class Description

Do you know your personal values? The values we set determine the direction we go in life. This session is designed to help you connect with your own values and then discuss how they can support your work.

### Learning Outcomes

- Define your why
- Reconnect with your strengths and develop a strategy to leverage them at NSU
- Develop tools to increase engagement and effectiveness

**Presenter :** Jonathan Harrison

**Location:** Knight Auditorium, in the Carl DeSantis Building

## Diversity as a Strength

Dates offered – 5/8/19

1:00pm-2:30pm

### Class Description

Diversity can mean many things – let's take a closer look at one of NSU's Core Values: Diversity. This session will provide an opportunity to discuss how diversity is a strength, as well as provide a path to appreciating the differences of others.

### Learning Outcomes

- Distinguish different kinds of diversity
- Understand the successful use of what makes us unique
- Understand the wide range of factors in dealing with different personalities and situations

**Presenter :** Jonathan Harrison

**Location:** Knight Auditorium, in the Carl DeSantis Building

## Shark Talent Live Events

### Managing Conflict

Dates offered – 6/12/19  
12:00pm-2:00pm

#### Class Description

Improve your ability to manage and resolve conflict in this session with skills that can be used at work, home, or anywhere you go!

#### Learning Outcomes

- Understand how to navigate difficult conversations
- Learn ways to improve your communication skills
- Develop active listening skills

**Presenter : TBA**

Location: Knight Auditorium, in the Carl DeSantis Building

## **Recommended Lynda.com Courses**

**Online  
Self-Directed  
Open To All Employees**

“ Education is not preparation for life;  
education is life itself.

*~ John Dewey*

Select courses from Lynda.com have been uploaded into the Shark Talent Management System. You can search and register for these courses at your convenience by logging into Shark Talent Management as searching by title.

### **About Lynda.com Access for NSU Employees**

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## Recommended Lynda.com Courses

### **Developing Your Professional Image**

In this course, executive coach and organizational psychologist Gemma Leigh Roberts provides tips and guidance that can help you successfully navigate the start of your professional career. Gemma highlights the main differences between campus life and being part of the workforce, and explains how to develop the right mindset for dealing with workplace challenges and getting ahead in your career. Plus, she shares tips for acclimating to a new workplace, and discusses how to create a career strategy that sets you up for success, focusing on your vision, mission, goals, and targets.

### **Leading Yourself**

Before you can effectively lead others, you need to lead yourself. In this course, learn how to manage your mindset, behaviors, and workplace relationships to help you stand out in your organization and in your industry as a leader. Whether you're on the management track or you're an individual contributor, authors and leadership experts Lisa Earle McLeod and Elizabeth McLeod can help you take charge of your own learning. They explain when and where you need to be leading yourself, as well as how to track your goals, take charge of your own development, and even give yourself a performance review. Plus, learn tips for motivating yourself, leading your peers, and managing your boss.

### **How To Use Lynda.com**

Make the most out of your Lynda.com membership. Watch this course to learn how to quickly find the training and tools you need to create your own personalized learning path. First, find out about the types of videos we offer at Lynda.com, including in-depth software training, first looks at up-and-coming technology trends, courses to help you develop critical business skills, techniques for creative pros, and inspirational documentaries. Then get a demo of special library features such as bookmarks, playlists, notes, transcripts, certificates of completion, and FAQs, and learn where to turn for help when you need it. Plus, find out how to access Lynda.com on the go, using our mobile apps and offline viewing capabilities.

## Recommended Lynda.com Courses

### **Breaking Out Of A Rut**

Ever feel like you're in a rut? Most people in creative fields have experienced a rut, whether it manifests as a lack of ideas, follow-through, or enthusiasm. Sometimes it's just boredom that comes with routine. Stefan Mumaw designed this course to help you identify the type of rut you're in and its cause, and then break out of it with a series of short-, mid-, and long-term creative nudges. From techniques to get you thinking alternatively to life-changing educational opportunities, the course serves to bust every level of creative rut with actionable ideas and encouragement that's designed to get you back on the path to creative success. The course is more resource than classroom, designed to be something you can return to each and every time you feel stuck on a project or stalled in your career.

### **Achieving Your Goals**

Setting achievable goals is one of the first steps toward a successful career and meaningful personal development. In this business skills course for lynda.com, author Dave Crenshaw shows smart ways to create a vision, develop a quantifiable goal, turn that goal into actions, and share that commitment publicly to establish accountability. Along the way, discover the importance of celebrating successes and reviewing your progress in order to stay motivated and establish a pattern of successful goal setting.

### **Defining And Achieving Professional Goals**

Plenty of people have had the experience of setting goals and then failing to achieve them—think of all the New Year's resolutions that are never realized. But with the right strategies, even your loftiest professional goals are attainable. In this course, career and personal branding expert Dorie Clark helps you identify what's most important to you, and provides specific strategies for achieving your goals, such as getting an accountability partner, making your intentions public, and more. She also helps you maintain your goals by sharing tips and techniques for turning your goals into habits.

## Recommended Lynda.com Courses

### **Communication**

Effective communication is more than what you say. Make your message more impactful, and get the results you want in work and life. In this course, author and UCLA Anderson School Professor John Ullmen, PhD, walks you through strong and clear communication strategies that will help you improve your listening, your message, your delivery, and your effectiveness. These strategies work across departments, teams, and cultures and help you get through communication blockers.

### **Developing Your Emotional Intelligence**

Emotional intelligence can help you build effective relationships at work. Executive coach and organizational psychologist Gemma Roberts explains what emotional intelligence is and why it's important. She helps you become more self-aware so that can identify triggers that may hijack your performance. She also helps you align your intentions and your impact so that you can build strong and collaborative relationships.

### **Innovative Customer Service Techniques**

Companies often want their employees to think outside the box when it comes to great customer service. Managers and frontline employees, in turn, often want to learn new techniques to boost customer service ratings. This course delivers new and cutting-edge research that can be used to take customer service to new levels. Jeff Toister shows how to influence customer perceptions, enhance your "service sense," and build teamwork in order to exceed customer expectations.

### **Teamwork Foundations**

Learn the qualities of effective teams and the role you, as a member, play in creating an effective team. In addition to the importance of knowing your own strengths and weaknesses, management trainer Chris Croft emphasizes the importance of delivering on expectations, listening to other team members, communicating clearly, playing more than one role, and being supportive.

## Recommended Lynda.com Courses

### **Having an Honest Career Conversation with Your Boss**

To get what you want, you need to ask. Dialog is what opens doors. If you're at the place in your career where you need to have a truthful conversation about what comes next, this is the course for you. Personal branding expert Lida Citroën helps you prepare to have an honest career conversation with your boss. She helps you navigate common career conversation topics such as asking for a promotion, requesting additional training, or confessing a potential career-ending mistake. Learn how to request, prepare for, and lead the conversation, and keep the meeting focused and professional—even if your request is denied.

### **New Manager Foundations**

Join management and leadership expert Todd Dewett as he provides practical advice to help you establish your identity as a leader, connect with your team, and become a successful first-time manager. Learn how to survive your first 30 days, build trust, and develop authority. Todd also details how to manage change, discusses the importance of diversity and inclusion, and explores how to build resilience through stress management. This course was designed to prepare you to confidently tackle your responsibilities at work and increase your value to the organization while improving operational effectiveness.

### **Project Management Foundations: Small Projects**

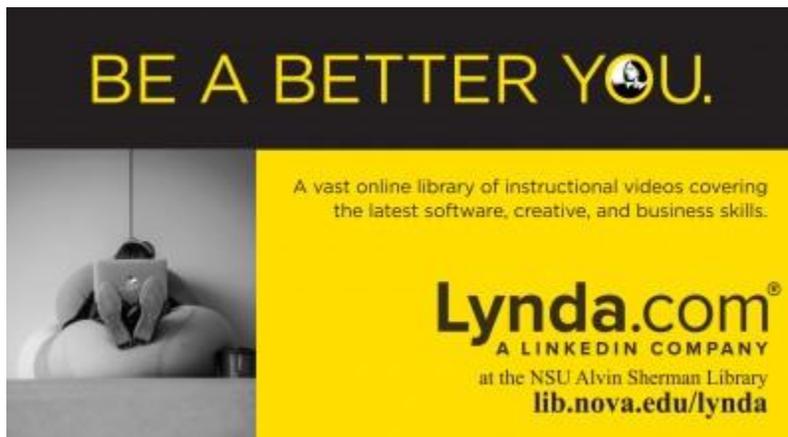
Learn how to efficiently manage small projects for great results. In this newly updated course, instructor and project manager Bonnie Biafore shows how to manage smaller scale projects with a simpler yet effective approach. She defines what "small" means in the context of project management and provides an overview of the life cycle of a small project, sharing the best techniques for planning, getting things done, tracking progress, and wrapping up.

Along the way, Bonnie shares the top 10 things you should know about small projects; special considerations for freelancers; best practices for estimating time and costs; objective measures for assessing quality; smart ways to identify risk; and meaningful ways to close a project. Use these tips to make your next small project a success.

## Recommended Lynda.com Courses

### Conflict Resolution Foundations

Improve your relationships with your coworkers, clients, and managers and find your way through conflict back to cooperation. In this course, negotiation consultant Lisa Gates shares the secrets of effective conflict resolution and reveals simple, repeatable techniques that apply in most business situations. She'll present a six-step framework for exploring and navigating conflict resolution, including identifying the issue, separating the people from the problem, overcoming roadblocks to resolution, exploring cultural differences, and getting to agreement.



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