



The Office of Human Resources - Learning and Development team invites you to participate in the training classes for SPRING of 2018.

We have highlighted a few training opportunities below.

MAVERICK SERVICE EXCELLENCE: THE TOTAL SERVICE EXPERIENCE

- SECTION 1 – Building Customer Rapport and Good Will, Tues., Jan. 23rd (2:00-4:00)
- SECTION 2 – How to Communicate With Your Customers, Wed., Jan. 31st (2:00-4:00)
- SECTION 3 – Handling Problems and Complaints, Thur., Feb. 8th (2:00-4:00)
- SECTION 4 – Dealing Effectively With Difficult People, Tues., Feb. 13th (2:00-4:00)
- SECTION 5 – Project a Positive, Professional Image, Wed., Feb. 28th (2:00-4:00)

THE OFFICE OF HUMAN RESOURCES TRAINING CLASSES

- Your Retirement Plan at Work, Thur., Jan. 18th (9:00-10:00)
- Managing Across Generations, Thur., Jan. 25th (9:00-11:00)
- Powerful Presentation Skills, Tues., Jan. 30th (1:00-3:00)
- Discover Your Future Financial Wellness, Fri., Feb. 16th (9:00-11:00)
- Writing Effective E-Mails, Tues., Mar. 20th (2:00-4:00)

MAVERICK 101: NEW EMPLOYEE ORIENTATION

- Wed., Feb. 7th (9:00-12:00)
- Wed., Mar. 7th (9:00-12:00)
- Wed., Apr. 4th (9:00-12:00)

To see a complete list of all training classes available for SPRING of 2018, please visit <https://webapps.uta.edu/HRWeb/Application>.

We look forward to seeing you in class!