

June 30, 2017

Follow us for more news and updates



Sign Up Today for the Service Excellence Workshops



There are only a couple of workshops left! Brush up on your ‘in-person,’ telephone, and written customer service skills for the summer. The workshops will cover:

- FIU’s philosophy on Service Excellence
- Professionalism at work
- Effective service over the telephone
- Managing written correspondence
- Techniques for delivering excellent service, even in difficult situations

Dates and Times:

Tuesday, July 11th, 9:00 a.m. – 12:00 p.m., CSC-1144A

Thursday, July 27th, 1:00 p.m. – 4:00 p.m., CSC-1144A

Space is filling up quickly. [Register Today!](#)

New Performance Management Workshops Announced! Sign Up Today



Performance Management Workshops are designed to provide managers with the necessary skills to conduct meaningful performance reviews. Participants will learn:

- How to structure the performance review meeting
- What to say during the performance conversation
- How to provide meaningful feedback (positive and constructive)
- Practice delivering the feedback in a safe environment

Dates and Times:

Wednesday, July 12th, 9:00 a.m. – 11:30 a.m., CSC-1144A

Thursday, July 20th, 1:00 p.m. – 3:30 p.m., CSC-1144A

Tuesday, August 8th, 9:00 a.m. – 11:30 a.m., CSC-1144A

Wednesday, August 23rd, 9:00 a.m. – 11:30 a.m., CSC-1144A

[Register Today!](#)

EOPD Summer Training Series

Join the Office of Equal Opportunity Programs & Diversity for their Summer Training Series! Click [here](#) for more information. To sign up for the workshops below, please click [here](#).

Sexual Misconduct Training

Wednesday, July 12th, 11:30 a.m. – 1:00 p.m., GL-220 | MMC

Animals in the Workplace Training

Wednesday, July 19th, 11:00 a.m. – 12:30 p.m., GL-220 | MMC



PAWS: Holistic Wellness Workshops – Join our Benefits and Wellness Manager, Nathan Burandt, and our Director of the Office of Employee Assistance, Isabel Alfonsin Vittoria, for the PAWS: Holistic Wellness workshops! Listen as they present on complete wellness and how to integrate it into your life. Click [here](#) to sign up for the workshops below.

Tuesday, July 25th, 12:00 p.m. – 1:00 p.m., GC-243 | MMC

Wednesday, July 26th, 12:00 p.m. – 1:00 p.m., HL-319 | BBC

Employee Benefits



Employee Perks

Dependent Eligibility Verification – The Division of Human Resources' Benefits Administration department is providing you with this important notification pertaining to your State of Florida Benefits to create awareness. The Florida Department of Management Services (DMS) advised that the Division of State Group Insurance (DSGI) began requesting documents from a random sampling of enrollees as part of a monthly quality assurance review to verify dependent eligibility. Click [here](#) for more information.

Summer Perks – This summer, discover savings on housing, car rentals, entertainment, and more. In addition, we are pleased to announce a special perk for all employees: Dr. Carlos J. Finlay Elementary School, an MDCPS bilingual-curriculum school located adjacent to MMC, is accepting enrollment applications for Fall 2017. Click [here](#) for more information on this, and for a complete list of the vendor perks and benefits.



Don't delay, sign up today! July classes begin soon! Sign up now for the dates below. Classes will be held:

Mondays and Wednesdays: 7:00 p.m. – 9:30 p.m.

Tuesdays and Thursdays: 7:00 p.m. – 9:30 p.m.

Saturdays: 9:00 a.m. – 2:00 p.m.

FIU EMPLOYEES: Take advantage of the course pricing at **\$249.00 per course, 50% off the regular price!** This price is available to **FIU employees only**. All benefit-earning employees have the option to use payroll deduction to pay for the classes! Please bring your FIU OneCard when registering for any of these courses. For more information, please click [here](#). To register for the class, please call the English Language Institute at (305) 348-2222.