

May 8, 2013

HR News

- S.T.E.P.P. Seminar

Campus Community Updates

- Managing a Diverse Workforce

HR News

[S.T.E.P.P. Seminar – To Serve With Love: Taking Customer Service Delivery to New Heights](#)

Customer Service is history! The key to exceptional service is to build a strong relationship with our customers. It is all about behaving and acting in a way that creates customer loyalty, customer retention and being our-brand ambassadors.

We build customer loyalty through solid relationships. Like any other strong relationship, you must know **who** your customers are and treat them the way **they** want to be treated! The way we interact with, deal with, and help our many constituents ultimately determines the level of service that we provide.

Join Sandra Wichman, Director of Professional and Organizational Development for University Advancement, on **Wednesday, May 22, 2013 at 12:00 p.m. in the Graham Center Ballrooms** as she walks us through steps that will help strengthen our skills to truly serve our customers with genuine respect, professionalism, and enthusiasm.

To register for this event, [click here](#) and select HR Relations to participate in this *Worlds Ahead* seminar. As a participant, you will earn one hour of professional development, and enjoy a collegial environment of learning. Light refreshments will be served.

Campus Updates

Managing a Diverse Workforce – Strategies for Inclusion & Engagement presented by Dr. Valerie Patterson

The changing demography and diversity of the workforce has been identified as a significant development and trend for the management of human resources management. This workshop, facilitated by Dr. Valerie L. Patterson on **May 15 and 18**, will introduce attendees to current best practices in the management of a diverse workplace and explore the following diversity-related issues:

- Definitions and dimensions of organizational diversity
- Diversity and strategic human capital recruitment and retention
- Understanding and managing generational differences
- Appreciating and leveraging differences
- Emerging trends in diversity management.

Dr. Valerie L. Patterson is Clinical Associate Professor of public administration at Florida International University, where she teaches courses in human resource policy and management, administrative and governmental ethics, organization theory and behavior, and courses examining contemporary race and gender issues. She is a former corporate trainer and has trained hundreds of government employees. She has delivered training across the public, private and nonprofit sectors including the following organizations: the Leadership Training Institute of the National League of Cities, the Center for Nonprofit Management, the Foundation for Democracy in Africa and the Florida Institute of Government.

Participating FIU employees can receive up to 12 hours of professional development credit. Registration costs \$350. Multi-workshop, student and group discounts are available. This is part of the [Executive Management Summer Symposium Series](#). All workshops are held at **1101 Brickell Avenue on Wednesdays at 6:00 p.m. – 10:00 p.m. and Saturdays at 9:00 a.m. – 5:00 p.m.** for a total of 12 contact hours. For more information, please contact Jeanette Jacques (jacquesk@fiu.edu, 305-779-7874) or Kebrina Maharaj (kmaharaj@fiu.edu, 305-348-4826).

To provide feedback on this newsletter, please contact us at hadmin@fiu.edu.