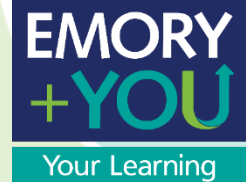


# Learning & Organizational Development

## Learning Labs Virtual Course Offerings



### Learning Labs Course Offerings\*

#### Learning Lab – Customer Service – From Disappointment to Resolution - (\$0)

- Thursday, March 24<sup>th</sup>, 10:00 am – 12:00 pm
- Wednesday, June 8<sup>th</sup>, 10:00 am – 12:00 pm

#### Learning Lab – Influencing Other to Make Things Happen (\$10)

- Tuesday, April 26<sup>th</sup>, 10:00 am – 12:00 pm
- Wednesday, June 29<sup>th</sup>, 10:00 am – 12:00 pm

#### Learning Lab – Multi-Directional Coaching – (\$0)

- Tuesday, February 15<sup>th</sup>, 10:00 am, - 12:00 pm
- Tuesday, May 17<sup>th</sup>, 10:00 am – 12:00 pm

#### Learning Lab – Creating a Coaching Culture (\$10)

- Tuesday, March 29<sup>th</sup>, 10:00 am – 12:00 pm
- Tuesday, June 28<sup>th</sup>, 10:00 am – 12:00 pm

#### Learning Lab – Informal Leadership (3-part session) – (\$0)

- Part 1, Thursday, March 17<sup>th</sup>, 10:00 am – 12:00 pm
- Part 2, Thursday, March 31<sup>st</sup>, 10:00 am – 12:00 pm
- Part 3, Thursday, April 14<sup>th</sup>, 10:00 am – 12:00 pm

***\*All virtual courses will be offered via Zoom. The Zoom details will be provided by the class facilitator, two days before the session.***

**There is a \$100 fee for No Show or Late Cancellation for all virtual classes cancelled less than 48 hours prior to class**