Overview and Update on OE projects  
Organizational Excellence Staff  
**Thursday, Feb 19 from 9:00am – 10:00am**  
Holloway Hall, Bavaro Hall

Key project updates across OE’s Portfolio.

Have you heard about the Travel and Expense Redesign project? Do you know the latest updates on U.Va.’s Research Administration improvements? What about the Internal Communications initiative? Be a part of the conversation, as the staff share updates on the program’s projects and initiatives.

Customer Service  
Frank Squillace, Charlottesville Chamber of Commerce  
**Tuesday, March 3 from 9:00am – 10:15am**  
Newcomb Hall, Gallery Room

Learn to listen and understand your customers.

With more than 15 years of experience, Frank Squillace specializes in customer service reviews and trainings. He uniquely mixes humor with real-life experiences to assist businesses, government agencies, schools, healthcare facilities, and not-for-profits. Let’s apply these skills to better serve faculty, staff and students at U.Va.

Professional Social Networks  
Rob Cross, McIntire School of Commerce  
**Postponed Monday, April 20**  
TBD

Impact of social networks on organizational performance.

Learn about the importance of these connections for strategic alignment, collaboration, innovation, and facilitating change. Networks create energy and enthusiasm that can benefit individuals, teams, and entire organizations.

Engage Others for Innovation  
Lee Baszczewski, Organizational Excellence  
**Wednesday, May 27 from 2:00pm – 4:00pm**  
Newcomb Hall, Gallery Room

Foster lively participation to unleash creativity!

Do you dread boring meetings, group processes that feel like drudgery, or exclude others because you fear they slow you down? This interactive workshop explores simple, rapid and inclusive ways to engage your team or co-workers. Experience innovation with such exercises as 1-2-4-All, Positive Gossiping, and TRIZ.

Design Thinking  
**Wednesday, June 17 from 11:00am – 12:00pm**  
Newcomb Hall, Gallery Room

Innovative Problem Solving.

Several UVA staff participated in an eight-week ‘Design Thinking’ course, offered through the Darden School of Business. Come learn from those students, and apply the design-thinking framework to develop innovative solutions to your individual work challenges. Presented by Michael Latsko, Johann Reinicke, Eirine Vlavianos, and Mary Brackett.

All programs are free.

**Please register by email:** Orgex@virginia.edu