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03/06/1991 - EIU Offers Business Workshops

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EASTERN ILLINOIS UNIVERSITY
Charleston, Illinois

news

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March 6, 1991

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FOR IMMEDIATE RELEASE:

EASTERN OFFERS BUSINESS WORKSHOPS

CHARLESTON, IL--Eastern Illinois University's Business Development Center is offering five evening workshops throughout March that deal with sharpening one's professional edge.

All the workshops are held from 6:30 to 9:30 p.m. on the Eastern campus and are co-sponsored by the Charleston Area Chamber of Commerce and Mattoon Chamber of Commerce.

They are designed for a variety of people including those interested in enhancing business, management, supervising and computer skills. Several Eastern faculty and staff will serve as instructors.

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The workshop series begins with "The Management of Quality: New Dimensions," March 12 and 13. Yunus Kathawala, who has first hand experience as a managing partner and director of financial planning in a manufacturing environment, will look at approaches to quality management, including the Deming approach.

Norman Garrett, whose expertise is in office automation and microcomputer applications, will present the "Introduction to Computers" workshop March 13 and 14. It is designed for individuals with little or no knowledge of computers and will offer basic operations and fundamental work processing applications for personal computers.

For individuals with less than five years' supervisory experience, "Fundamentals of Supervision," March 19 and 21, will provide the essentials skills to supervising. Scott Lensink, who manages his own business, will offer motivation strategies and problem-solving techniques for effective leadership.

Richard Pyles, an attorney with extensive experience in corporate and private practice, will discuss "How to Hire, Inspire or Fire...Legally," March 20. The seminar will include topics such as drug testing, lay-offs, legal newspaper ads, pensions and independent contractors.

"How to...Win and Keep Customers," March 20, is designed for individuals or businesses seeking a competitive edge. Allen Messenger, director of the Business Development Center, will discuss ways to improve customer service teams and develop customer service skills.

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BUSINESS WORKSHOPS

The fee is \$65 for one-day workshops and \$90 for two-day workshops, including all materials. Fees should be received no later than five days prior to each workshop.

Interested persons should call Nancy or Allen at the Business Development Center, 217/581-2913, for further information.