



THOMAS MORE
UNIVERSITY

Make It **More.**

Essential Tools for
Employer Professional Development

THOMAS MORE UNIVERSITY OFFERS EMPLOYERS VALUABLE PROFESSIONAL DEVELOPMENT TOOLS DELIVERED BY FACULTY EXPERTS AT YOUR SITE

Please share this information with the person in your organization that oversees professional development. The presentations listed within, allow you to 'check the box' on professional development. These presentations are delivered in one-hour increments, with or without a workshop, and can be catered to fit your needs. The skills learned are immediately useful for people at all levels of your organization.

To discuss professional development presentations for your employees held at your location or at Thomas More University, contact Melinda Kellam at kellamm@thomasmore.edu or 859-344-3621.

AVAILABLE PRESENTATIONS

Getting Your Point Across: Making Effective Presentations
How to Communicate Effectively Across Lines of Differences
Developing A Measured Approach To Decision Making At Work
Leadership: Thriving Despite Crisis, Disasters, & Emergencies
Effective Conflict Management
Supervision and Management
Building Teams With Effective Management
Managing A Remote Workforce
Five Fatal Flaws and Nine Secrets For Successful Negotiations
The Four Functions of Outcome
Workplace Stress and Burnout
Harassment
Improving Your Emotional Intelligence
Understanding Persuasive Leadership
Customer Service and Failure Recovery
Cultivate Wellness: A Workshop For A Healthier You
They Psychology of De-escalation: Practical Tactics
Leadership: The Power of MICEE
Apply Process Improvement Tools To Improve Outcomes

Sessions can be created specifically for your organization

PROFESSIONAL DEVELOPMENT SESSION

Presented by Bruce Rosenthal, Ph.D.

GETTING YOUR POINT ACROSS: MAKING EFFECTIVE PRESENTATIONS

When you do presentations are you truly getting your point across? Are you engaging your audience? This session helps you engage and excite your audience. You learn to get your point across – in the best possible way.

BRUCE ROSENTHAL, Ph.D.

Bruce Rosenthal, Ph.D., is dean of the Robert W. Plaster College of Business. Rosenthal earned a Bachelor of fine arts from Syracuse University, a Master of Business Administration in international business at Rutgers University, and a doctorate in health policy from the University of the Sciences in Philadelphia. Throughout his career, he has been a champion of creativity and innovative thinking, real-to-life experiential courses and programs, diversity and inclusion initiatives, varied and intensive resource recruitment strategies, and introducing business sustainability programs.



PROFESSIONAL DEVELOPMENT SESSION

Presented by Caitlin Powell, Ph.D.

HOW TO COMMUNICATE EFFECTIVELY ACROSS LINES OF DIFFERENCES

We work in an increasingly global society where diversity can be experienced in multiple dimensions. Our workplaces can have a wide range of employee backgrounds, identities, and ideologies. This session shows you how to communicate effectively across lines of difference, how to engage in challenging conversations effectively, and how to set norms during group discussions and meetings to ensure civility and equity. You will discuss the value of empathetic listening, how to establish mutual respect, and how to use “meta-conversation” tools to diffuse tension and community.

CAITLIN POWELL, Ph.D.

Caitlin Powell, Ph.D., received her doctorate in experimental psychology with an emphasis on social psychology from University of Kentucky. Before coming to Thomas More, Powell taught at Georgia College & State University and Saint Mary's College of California. She currently chairs the psychology department at the University. Her research focuses on social emotional and social comparative processes, including emotions of envy, jealousy, and schadenfreude, moral judgements, and moral distress. In addition to her academic research, she regularly publishes and presents on teach best practices and undergraduate mentorship. She also leads professional development sessions on burnout, effective communication across lines of difference, and conflict resolution in the Greater Cincinnati/Northern Kentucky region.



PROFESSIONAL DEVELOPMENT SESSION

Presented by Anthony Schumacher, Ph.D.

DEVELOPING A MEASURED APPROACH TO DECISION MAKING AT WORK

Many employees struggle with determining if a battle is worth fighting, or as popularly termed “a hill worth dying on.” Employees must be guided along the path toward determining the hills that are worth dying on and those that are not. The determination can often be made by looking through four different lenses that overlap: legal, ethical, possible outcomes, and organizational impact. This presentation includes a workshop where each participant discusses a difficult situation that they typically encounter at work. Using the methods discussed in the workshop, participants determine the best solution to a difficult problem. Learning outcomes in this presentation include:

- Develop a decision-making process to help decide the value of escalation
- Consider possible outcomes for each situation
- Create a matrix examining legal, ethical, possible outcomes, and organizational impact

ANTHONY SCHUMACHER, Ph.D.

Anthony Schumacher, Ph.D., is an assistant professor and chairperson of organizational management and ethical leadership at Thomas More. He teaches undergraduate and graduate courses in the Robert W. Plaster College of Business and has served as an academic administrator for many years. He has published in areas concerning leadership turnover, effective teamwork, leading by example, and critical thinking. Schumacher has conducted workshops for regional government, non-profit, and corporate organizations.



PROFESSIONAL DEVELOPMENT SESSION

Presented by John D. (Jack) Rudnick, Jr., Ed.D.

LEADERSHIP: THRIVING DESPITE CRISIS, DISASTERS, AND EMERGENCIES

Leadership during crises, disasters, and emergencies is complicated by many variables. Volatile, uncertain, complex, and ambiguous cultures contribute to the uncertainty that is perplexing to many. An awareness and application of leadership (and followership) styles are needed that align with the circumstances and climate of the times. This presentation covers and provides an opportunity to reflect on the three phases of crises (precrisis, crisis event, and postcrisis) and how leaders and subordinates can adapt to calamities.

JOHN D. (JACK) RUDNICK, JR., Ed.D.

John D. (Jack) Rudnick, Jr., Ed.D., has a wide and varied background. His experiences include: U.S. Navy Medical Service Corps officer; academic research and publications; graduate and undergraduate academic program directorship; higher education and healthcare operations/consulting; licensure in residential commercial real estate; active Kentucky long term care administrator; Fellow in the American College of Healthcare Executives; and Lean Six Sigma Master Black Belt certification.



PROFESSIONAL DEVELOPMENT SESSION

Presented by Robert Arnold, Ph.D.

EFFECTIVE CONFLICT MANAGEMENT

In a workplace filled with different personalities, perspectives, and viewpoints, conflict is inevitable. This session focuses on the skills necessary to develop a positive, constructive, and effective approach to managing conflict. The benefits of understanding and applying the art of conflict management is better communication between employees leading to a more productive work environment. This session's core objectives are:

- Understanding the nature of conflict
- Identifying the causes of conflict
- Utilizing successful conflict management strategies
- Building a stronger and better equipped workforce

ROBERT ARNOLD, J.D., Ph.D., MBA

Robert Arnold, J.D., Ph.D., MBA, teaches business law, and sports and entertainment marketing to undergraduate students, as well as law and negotiation in the Master of Business Administration program. He served as interim dean for the College of Business, chairperson of the division of business and accounting, and chairperson of the Department of Business Administration.



PROFESSIONAL DEVELOPMENT SESSION

Presented by Carrie Jaeger, Ph.D.

SUPERVISION AND MANAGEMENT

Essential supervisory skills and knowledge of effective supervision are necessary in the dynamic workplaces of the 21st century. In addition to planning for scarce resources and ensuing productivity, supervisors will have a responsibility to understand not only what is happening within their own sphere of control but also its relationship to the larger organization. This session explores diversity in the workplace, understanding the relationship between motivation and performance, practicing setting clear expectations, providing feedback, evaluating and correcting performance, examining a supervisor's roles in change management, and gaining insight into participant's personal leadership.

CARRIE JAEGER, Ph.D., MBA

Carrie Jaeger, teaches both undergraduate and graduate programs at Thomas More University. Her main areas of focus include courses in the management discipline, including teamwork, supervision, organizational behavior, and the undergraduate and graduate leadership courses. She also works on accreditation projects for the university.

Jaeger's research centers around process improvement initiatives for organizations and higher education student success initiatives.



PROFESSIONAL DEVELOPMENT SESSION

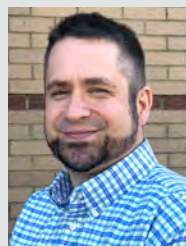
Presented by Anthony Schumacher, Ph.D.

BUILDING TEAMS WITH EFFECTIVE MANAGEMENT

Managers create an environment where their employees thrive. This is done through the implementation of a positive workplace culture. Building on culture creation, participants learn about effective teamwork, and the responsibilities and characteristics of dependable team members with the goal of organizational success and mission fulfillment in mind.

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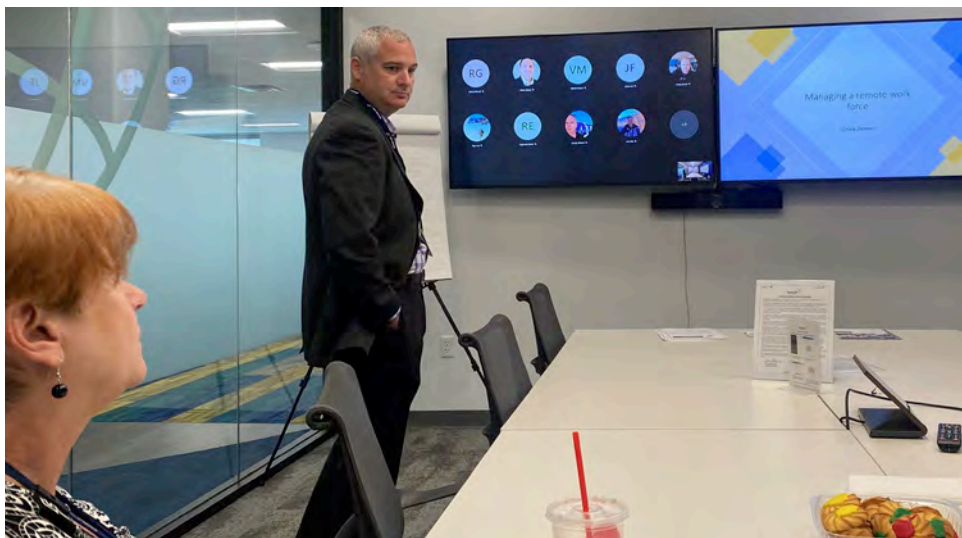
Presented by Charles Zimmer, Ph.D.

MANAGING A REMOTE WORLDFORCE

Because of technology, the world has gotten smaller. No longer do we need to be in the same city, much less the same building to be a part of a work team. As the pandemic proved, we do not even need to leave our homes to accomplish most of what our job requires us to do. But much like the telephone, fax machine, computer, and cell phone have changed the way we work and manage our workforce, so too has the age of remote work. This session discusses ways to communicate correctly for the situation; foster teamwork, collaboration, and trust with your remote team; how to raise morale and improve productivity.

CHARLES ZIMMER, Ph.D.

Charles Zimmer, Ph.D., completed a Bachelor of Science in computer engineering from the University of Central Florida, a Master of Science in software engineering from the University of Toledo, a Master of Business Administration from Thomas More University, and a doctorate in computer science and engineering from the University of Cincinnati where his dissertation was on virtual reality systems. He has 15+ years in the IT industry, most recently as a software architect for Eaton Corporation.



PROFESSIONAL DEVELOPMENT SESSION

Presented by Bruce Rosenthal, Ph.D.

FIVE FATAL FLAWS AND NINE SECRETS FOR SUCCESSFUL NEGOTIATIONS

Negotiation skills are essential for anyone in the business world. In this session, you learn how to avoid fatal negotiation pitfalls and sharpen your negotiation skills.

BRUCE ROSENTHAL, Ph.D.

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PROFESSIONAL DEVELOPMENT SESSION

Presented by Anthony Schumacher, Ph.D.

THE FOUR FUNCTIONS OF OUTCOME

This presentation covers planning, organizing, leading, and controlling. Planning involves setting goals and determining how to accomplish them. Organizing is the process of arranging resources to work together to complete goals. Leading motivates members to work in the best interests of the organization. Controlling involves monitoring and correcting ongoing activities to facilitate goal attainment.

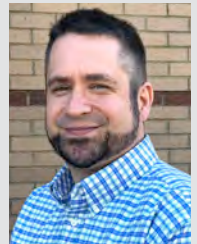
The core objectives of this presentation are:

- Creating SMART Goals in the planning process.
- Establishing an environment conducive to accomplishing shared goals.
- Influencing others to place organizational interests above self-interests.
- Staying involved in the ongoing process.

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PROFESSIONAL DEVELOPMENT SESSION

Presented by Caitlin Powell, Ph.D.

WORKPLACE STRESS AND BURNOUT

The COVID-19 pandemic brought to the forefront issues around workplace stress and burnout. Social psychologist Caitlin Powell, Ph.D., presents recent research on burnout during the pandemic that can provide greater insight into how the crisis has impacted workplace morale. This session, created for all industries, discusses the “warning signs” of burnout, the importance of perceived organizational support in reducing burnout, the impact of various types of emotional labor on burnout levels, and how emotion-based and problem-based coping leads to differences in burnout.

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PROFESSIONAL DEVELOPMENT SESSION

Presented by Robert Arnold, Ph.D.

HARASSMENT

As the interpersonal dynamics in the workplace continue to change, so also does the potential for intentional and unintentional harassment. The existence of harassment not only leads to potential legal liability and financial loss, but also to lower productivity, poor communication, and the potential loss of smart, hardworking, well-trained employees. This session is designed to improve awareness of inappropriate behavior and encourage a workplace that is respectful, productive, and free of harassment. Key take-aways include:

- Understanding the three types of harassment: physical, verbal, and visual.
- Distinguishing between legally actionable harassment and irritating workplace behavior: neither of which is acceptable.
- Examining the dynamic of diversity, power, and roles which may lead to harassment.
- Diagnosing and addressing harassment.

ROBERT ARNOLD, J.D., Ph.D., MBA

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PROFESSIONAL DEVELOPMENT SESSION

Presented by Kristen Lovett, Ed.D.

IMPROVING YOUR EMOTIONAL INTELLIGENCE

This presentation covers the significance of emotional intelligence in relation to an individual's professional growth and success. It is a way of recognizing, understanding, and choosing how we think, feel, and act. It shapes our interactions with others and our understanding of ourselves - self-awareness. It defines how and what we learn; allows us to set priorities; and determines the majority of our daily actions. This session provides specific attention to situational examples of emotional intelligence and related core competencies. One of the primary goals is for participants to gain take-aways through firsthand applications and workshop activities.

KRISTEN LOVETT, Ed.D.

Kristen Lovett, Ed.D., received her doctorate in educational leadership from Northern Kentucky University with an emphasis on distance education from the University of Kentucky. She previously taught organizational leadership before coming to Thomas More University, where she teaches management courses for the Bachelor of Business Administration within the Robert W. Plaster College of Business. In addition to her teaching career, Lovett worked for over 25 years in aerospace and industrial automation.



PROFESSIONAL DEVELOPMENT SESSION

Presented by Choe Sergent, Ph.D.

UNDERSTANDING PERSUASIVE LEADERSHIP

Persuasive leadership is the ability to motivate, inspire, and unify a team to achieve a common purpose or goal. This session includes basic methods and delivery of persuasive communication skills. Included is an introduction to practical approaches that participants will be able to deploy in real-life scenarios providing participants with the skills necessary to overcome challenges and create opportunities to influence outcomes.

CHOE SERGENT, Ph.D.

Choe Sergent, Ph.D., received his doctorate in leadership and management from Campbellville University. Sergent previously taught at Campbellville University where he also served as assistant vice president of university outreach. Sergent currently serves at Thomas More as an assistant professor of organizational management and ethical leadership. Sergent's research focuses on leadership in the nonprofit sector.



PROFESSIONAL DEVELOPMENT SESSION

Presented by Ryan Maloney, Ph.D.

CUSTOMER SERVICE AND FAILURE RECOVERY

This engaging session focuses on the intricacies involved in customer service and how it leads to retention and brand loyalty. The connection between a customer's first impression of a company and their retention has been highlighted consistently in academic journals. The first part of this session teaches employees the best practices to ensure you make a good lasting impression and the second portion spotlights scenarios when service can go wrong, and how you and your company can recover to avoid losing customers. The goals of this workshop are that all participants leave feeling comfortable with:

- Introducing your brand to new customers
- Creating connections that lead to repeat customers
- Turning repeat patronage into loyal customers
- Retaining customers when expectations are not met

RYAN MALONEY, Ph.D.

Ryan Maloney, Ph.D., teaches hospitality management as well as a variety of business administration courses. His experience includes over a decade of working with highly renowned hospitality brands such as the Ritz-Carlton, Marriot International, Delaware North, and Walt Disney World Resorts. He received his doctorate from Texas Tech University while consulting on the opening of a local craft brewery.



PROFESSIONAL DEVELOPMENT SESSION

Presented by Kaitlin Vollet Martin, Ph.D., MPH

CULTIVATE WELLNESS: A WORKSHOP FOR A HEALTHIER YOU

A healthy workforce is a more productive one. Employees who are physically and mentally well, tend to be more engaged, focused, and energetic, leading to increased efficiency and job satisfaction. This interactive wellness workshop is designed to empower participants with knowledge and practical tools to enhance their overall well-being. Throughout the workshop, we will explore various aspects of wellness including nutritional and physical health, mental and emotional well-being, environmental wellness, and social and community engagement. These sessions will inspire positive lifestyle changes and create a supportive community focused on wellness.

KAITLIN VOLLET MARTIN, PH.D., MPH

Kaitlin Vollet Martin, Ph.D., MPH, is the director of the public health program at Thomas More. She earned her master's degree in public health from the University of Louisville and her doctorate in epidemiology from the University of Cincinnati. Her research focuses on environmental exposure, neurological health, and health disparities. Vollet Martin has conducted collaborative research with the University of Kentucky, the National Institute of Child Health and Human Development, the Environmental Protection Agency, and Cincinnati Children's Hospital Medical Center. Currently she teaches graduate courses in public health communications, environmental health, epidemiology, and data analytics.



PROFESSIONAL DEVELOPMENT SESSION

Presented by Caitlin Powell, Ph.D.

THE PSYCHOLOGY OF DE-ESCALATION: PRACTICAL TACTICS

The Challenge of Civility: In recent years, many employees who are customer-facing have reported increases in customer incivility, anger, and combativeness. What is the next step when an employee faces an irate customer? How can we resolve the situation safely, peacefully, and realistically?

Workshop: Each participant will role-play a challenging customer experience and will work to de-escalate the situation using the techniques and tactics discussed in the presentation.

Learning Outcomes:

- Develop a quick initial assessment of red flags
- Explore psychological theories of aggression, conflict, and conflict resolution
- Discuss multiple strategies of de-escalation both over the phone and in person

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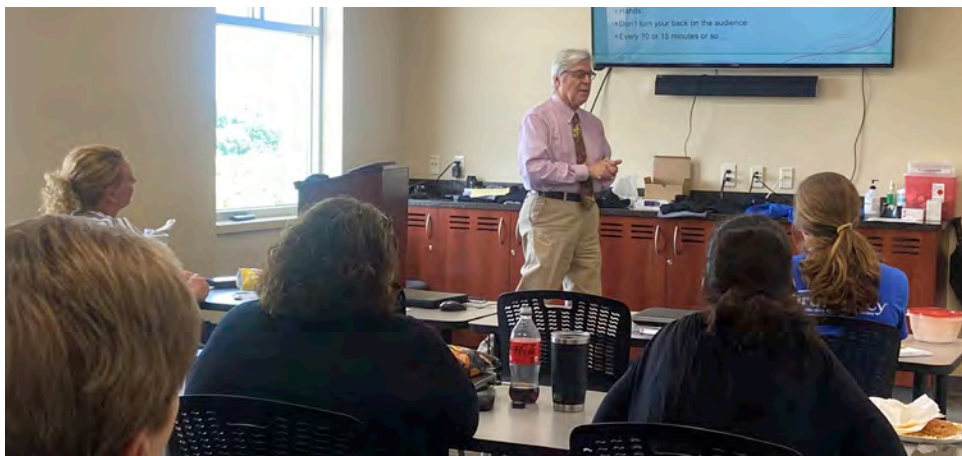
LEADERSHIP: THE POWER OF MICEE

What do you expect from a leader you would follow not because you *have* to but because you *want* to...? In this session you will learn the MICEE way to become a leader others want to follow. The MICEE five core practices are:

- Model the Way
- Inspire a Shared Vision
- Challenge the Process
- Enable Others to Act,
- Encourage the Heart

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PROFESSIONAL DEVELOPMENT SESSION

Presented by John D. (Jack) Rudnick, Jr., Ed.D.

APPLY PROCESS IMPROVEMENT TOOLS TO IMPROVE WORKPLACE OUTCOMES

The essential advanced functions of work productivity include problem solving, critical thinking skills development, communication, and conflict management. Morale, outcomes, timeliness, and clarity of expectations are among the performance indicators used by employers to evaluate the effectiveness of groups and teams in the workplace. This program advances the level of team collaboration to the “next level” by applying performance improvement tools to workplace scenarios. The purpose is to illustrate the benefits of rallying around common goals and objectives that ultimately can reduce unnecessary work tasks and optimize reimbursement. In this session learners work collaboratively to examine their workplace style in relation to themselves and co-workers, and how effectiveness can be further improved by applying selected process improvement tools.

JOHN D. (JACK) RUDNICK, JR., Ed.D.

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THOMAS MORE UNIVERSITY

Robert W. Plaster
College of Business

EMERGING LEADERS SESSIONS

Organization can take proactive steps to develop employees that want to be considered for future leadership positions. By providing a series of professional development presentations, you can create an organization that attracts, retains, and engages emerging leaders.

Regional organizations have collaborated with Thomas More to design and deliver the Emerging Leaders Sessions. The series encourages innovative thinking, builds a pipeline of future leaders, enhances careers, and most importantly, helps organizations thrive.

Thomas More University's Emerging Leaders Sessions help your organization's employees improve their leadership skills so they may be considered for future leadership positions. This series of professional development sessions helps your employees empower the people they may lead in the future, making it possible for your teams to meet and exceed expectations.

DON'T SEE A PRESENTATION THAT FITS YOUR PROFESSIONAL DEVELOPMENT NEEDS?

Professional development presentations can be curated especially for your organization. Presentations can be held at your worksite, or at the conveniently located Thomas More University campus in Crestview Hills, Kentucky.

For more information contact
Melinda Kellam

kellamm@thomasmore.edu | 859-344-3621

TESTIMONIALS FROM PARTICIPANTS/ORGANIZERS

“Professional development is a key component to any business in today’s work environment. I utilized the expertise of Thomas More University to provide training for my administrative team. The instruction was engaging, clear, and crafted to the needs of our organization. Sessions allowed for a dialog that resulted in sharing and connections that benefited all who took part. In an era of fast-paced decision making and constant change, Thomas More University provides an expansive selection of learning opportunities for businesses and institutions of all sizes and types. I could not have been more pleased with the training we received, the follow up opportunities, and the attention to detail provided.”

Dave Schroeder, Executive Director of Kenton County Public

“I have found the training to be very beneficial. I have learned quite a few things that have been immediately useful in my day to day. This series of training sessions have been very helpful in my leadership at Mubea. The subject matter covered is very relatable to situations that we see. Thomas More and their professors have done a great job with this program and I believe everyone that is able should go.”

Mubea Participant

“It is nice to have additional tools when handling difficult situations. There is so much of that these days, it can be hard to find the right line.”

Boone County Fiscal Court Participant

“I highly recommend Thomas More Professional Development Sessions! They provided our staff with practical information, tailored the session to our business and made sure every question was answered. I think any professional would benefit from these sessions.”

Janie Oliver, COO OrthoCincy Orthopedics & Sports Medicine

“The Thomas More University Business Development Program has been such a gift to my team and leaders within the organization. The “subject matter experts” have provided and help refresh skill sets that I appreciate as a business unit leader. In addition, they have enjoyed this fun learning experience that has built camaraderie amongst the team. Very thankful and appreciative of the broad scope of topics and the source to invest in my team.”

Nancy Conrad, Chief Operating Officer, Five Seasons Family Sports Club



PRESENTATIONS ALSO AVAILABLE CURATED
SPECIALLY FOR YOUR ORGANIZATION

Contact Melinda Kellam (kellamm@thomasmore.edu | 859-344-3621)
to discuss how you can have professional development for your employees
at your location or on Thomas More University's campus.



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thomasmore.edu | 333 Thomas More Pkwy., Crestview Hills, Ky. 41017

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