

FOR RELEASE: IMMEDIATE

Contact: Bob McGill



Mailed January 11, 1985

YOUNGSTOWN, Ohio - Dr. Jurgis Karuza, psychologist, researcher and author, will speak on "Helping the Elderly: Responsibility, Control and Support," at 1 p.m. Jan. 25 at Youngstown State University.

His lecture, free and open to the public, is sponsored by the university's Psychology Department. The program will be held in Room 132 of DeBartolo Hall (Arts and Sciences Building).

Dr. Karuza is associate professor of psychology at the State University College at Buffalo. His major research and work has been in help and care giving to the elderly.

The Psychology Department is part of YSU's College of Arts and Sciences.

###

NEWS BUREAU
84 - 295
1 a

FOR RELEASE: IMMEDIATE

Contact: Bob McGill



Mailed January 11, 1985

YOUNGSTOWN, Ohio - The Office of Continuing Education at Youngstown State University will offer a six-week course for sales professionals and managers, "Customer Relations," beginning Feb. 5.

It will address such issues as how to deal with an angry customer, how to make a customer feel important, how to motivate a staff, and how to build strong organizational attitudes. A main focus of the course will be developing expertise in establishing goodwill.

The instructor for the course will be Dr. Alfred Owens of Austintown, who is chairman of the YSU Department of Speech and Communications.

The class will meet on Tuesdays from 6:30 to 8:30 p.m., Feb. 5 through March 12. The fee is \$65.

For further information, or to register, call the YSU Office of Continuing Education at (216) 742-3358.

###

NEWS BUREAU
84 - 296
l a,c

FOR RELEASE: IMMEDIATE

Contact: Bob McGill



Mailed January 11, 1985

YOUNGSTOWN, Ohio - Youngstown State University's Office of Continuing Education will conduct a six-week course, "Improving Leadership Skills," on campus beginning Feb. 4.

The course will emphasize the leadership skills needed to become an effective professional manager, including methods to encourage optimum productivity of employees.

The instructor will be Dr. Don Bowman of Boardman, corporate director of Human Resources at GF Furniture Systems, Inc.

Classes will be held on Mondays from 6:30 to 8:30 p.m., Feb. 4 through March 11. The fee is \$65.

For additional information, or to register, call the YSU Office of Continuing Education at (216) 742-3358.

###

NEWS BUREAU
84 - 297
l a,c