

STAFF MEETINGS

For the remainder of this year. Staff meetings will be conducted every other month. However, as we build the library of topics we will move to monthly meetings to include additional trainings

The format will begin with a meeting that provides updates from each of the organizations managers. The meeting will conclude with a training session of pre-established topics. Topics are subject to change based on the needs of the students.

August 2017 – Orientation and Review of Personnel Policies

October 18 – Webinar (Customer Service)

October 20 – Recap of Customer Service webinar – we will recap the webinar and identify and put into practice exceptional customer service skills. We will also touch on these areas if they are not already covered in the webinar:

- Core Skills in providing Customer Service
- Practice scenarios
- How do we build Customer Loyalty
- Positive Customer service skills helps to build the Organization.

December – Excel Training

Excel Training –

Introduction to Excel

Overview of the Excel Screen

Excel Menus

File Menu

Edit Menu

Insert Menu

Format Menu

View Menu

Help Menu

Excel Worksheets

Entering Formulas and Data

Formatting Workbooks

Charts

Freezing Panes

Printing

Keyboard Shortcuts

February 2018 – Microsoft Office Training

Microsoft Office

- Word
- One Drive

April 2018 – Building Leadership Skills (*next academic year this will move earlier in the year*)

Building a collaborative workplace

- How to handle day to day interactions

Respect In the Workplace

- Work together to bring out the best in each other
- What behaviors exemplify respect and what behaviors destroy respect
- Bullying in the workplace
- Everyone is unique. How to understand and appreciate each others differences
- Principles of communication
- What we can do to build a respectful workplace

Managing Priorities

- Deadlines

Navigating Change

How to turn Conflict into Collaboration

- Dealing with the Difficult Customer
- Creating win-win situations
- Looking at the situation from the other point of view
- Regaining trust with those we are in conflict with
- Resolving conflict professionally.
- Building interpersonal skills to resolve conflict
- Follow up to the situation