



SUPPORT STAFF WORKSHOP AGENDA

MARCH 15, 2018

9:30 Sign In

10:00 Session I –

Tara Carr: *Communicating Effectively in the Workplace*

When it comes to communication in the workplace, a lot of conflict could be easily resolved if others took time to realize just how different we all are. We all have different ways of communicating with others. Issues in communication can lead to unnecessary conflict. In this presentation, we will look at four different communication styles, discover which one we personally identify most with, and discuss ways to work effectively with colleagues with different communication styles. This session is appropriate for all.

10:45 Break

11:00 Session I continues

11:45 Lunch

1:00 Session II

Anne Raines: *Dealing with Difficult People*

Delivering excellent customer service is always a top priority; however, some situations present challenges that can affect the quality of service delivered. Focusing on what we control in these challenging situations, we will review strategies and best practices for meeting students' needs. For those times when the best strategies and intentions prove ineffective, we will develop a Plan B focus for both the students we serve and ourselves.

1:45 Break

2:00 Session II continues

2:30 Wrap Up