

Training Tuesdays

September 2014

September 9

ORGANIZATIONAL TOOLS FOR EMAIL AND TASKS

11:00 a.m. – Noon

Mississippi Room, Atwood Memorial Center

Sponsored by Information Technology Services

Feeling overwhelmed by the sheer size of your mail box? Not sure how to clean up without losing important emails? We have a step by step guide to cleaning up your mailbox using tools already available to you

PRESENTER: **Gordon Schrubbe**, Information Technology Specialist

September 16

ESSENTIALS OF STUDENT EMPLOYEE SUPERVISION

1:00 p.m. – 2:30 p.m.

Centennial Hall, Room 115

Co-sponsored by the Administrative Support Training Committee

Supervision of student employees can be a unique challenge. You may find that you've gotten through the process of writing the job description, posting the position, and hiring the perfect student employee(s) but what's next? In this session, we will address student employee supervisory topics from the time a student is hired until they are no longer working in the position. This will be a jam-packed session including best practices in the areas of: orientation and training, communicating and coaching, performance management and employee appreciation and engagement. Come prepared with questions!

PRESENTERS: **Simon Bauer**, Assistant Director of Financial Aid and **Tara Winchester**, Associate Director of Financial Aid

September 23

TRAINING FRONT OFFICE STAFF - HANDLING DIFFICULT AND DISRUPTIVE BEHAVIOR (WEBINAR)

Noon – 1:30 p.m.

Miller Center Auditorium 122

Sponsored by Office of Equity and Affirmative Action and Office of Human Resources

This program will offer some practical advice on how to work with emotional and at-risk faculty, staff, and students who approach front office staff in person, on the phone, or through email in a disrespectful manner. The presenters will also discuss ways to create an office waiting room environment that will help reduce conflict and prevent problems before they start.

PRESENTERS: **Dr. Brian Van Brunt**, past president of the American College Counseling Association, is Senior Vice President for Professional Development Programs at the National Center for Higher Education Risk Management. He is president-elect of the National Behavioral Intervention Team Association, current president of the School and College Organization for Prevention Educators, and the managing editor for Student Affairs eNews. **Julia Johnson**, Office Associate/Assistant Coordinator of Testing Services at Western Kentucky University. She has been serving the Counseling & Testing Center at WKU since August 2008. Before working at the University, she worked as a Development Officer for WKYU Public Media.

September 30

WHAT COLOR IS YOUR PERSONALITY?

12:30 p.m. – 1:45 p.m.

Cascade Room, Atwood Memorial Center

Sponsored by Career Services Center, Department of Campus Involvement, Office of Human Resources, and Multicultural Student Services

Do you ever wonder why you think the way you do? Or why everyone else doesn't agree with you? How does your personality fit in with your lifestyle, friends, job, and organizations to which you belong?

Through this fun, high-energy session, you will learn the primary and secondary colors of your personality – and how other people's personalities affect you, as well. Participants will identify and understand individual strengths, personality patterns, and internal motivators – and also recognize potential blindspots and challenges! (This presentation is based on the book by Dr. Carol Ritberger.)

PRESENTER: **Tracy Flynn Bowe**, co-owner of New Directions Counseling & Training, Ltd., is a dynamic presenter, skilled consultant, and organizational trainer. She uses a strength-based, whole-person, and systems approach to change, conflict, collaboration, and organizational growth and development.

Pre-registration is not necessary and there is no fee to attend.



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