

# UNITED TRIBES TECHNICAL COLLEGE

*Presenting*

## ST. ALEXIUS EMPLOYEE ASSISTANCE PROGRAM Professional Development "Brown Bag" Education & Training Series

Sponsored by Student & Campus Services and the Human Resources Office

### "BROWN BAG"

Lunch & Learn

Jack Barden Center - Lower Level

12 pm to 1pm



1 hour of CEU Professional Development Training per session  
CEU Certificate of completion distributed at the end of each training session

- ❖ *Enter workforce better prepared*
- ❖ *Develop skills in being able to communicate effectively*
- ❖ *Enhance critical thinking*
- ❖ *Enhance ability to process information*
- ❖ *Opportunity to practice and promote holistic wellness in the workplace*
- ❖ *Advocates a life-time of learning with current workplace employability skills*

#### Dates & Topics:

1-27-10	Providing Quality Customer Service
2-3-10	Professional Co-Worker Courtesy
2-10-10	Enhancing Morale in the Workplace
2-17-10	Achieve Your Personal Balance
2-23-10	Empowered Leadership in the Workplace
3-3-10	Suicidal Behavior in the Community & Workplace
3-17-10	Assuming a New Supervisory Position
3-24-10	Get to Work: How to Motivate Yourself & Co-Workers
3-31-10	20 Ways to Manage Frustration
4-7-10	Responding to Grief & Death in the Workplace
4-14-10	Dealing with Workplace Crisis
4-21-10	Managing & Responding to Anger

For More Information:

[www.UTTC.edu](http://www.UTTC.edu)  
My UTTC Calendar

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**St. Alexius Employee Assistance Program**  
**United Tribes Technical College**  
**Spring 2010 Semester**  
**Staff Development & Adult Student Education**  
**& Training Series**

**Location :** Wellness Center Conference Room  
Lewis Goodhouse Wellness Center  
United Tribes Technical College  
Bismarck, North Dakota

**Date:** Wednesday, January 27, 2010  
**Time:** 12:00 noon - 12:50 p.m.  
**Training Topic:** Providing Quality Customer Service  
**Presenter:** Dick Werre, LSW, LAC

***Presentation Highlights***

Customer service is simply meeting the needs of customers who use your products or services. For some customers, helpful information or a well-stocked store is all they need. For others, customer service is about prompt professional service or the best price. And for still others, customer service is convenience and variety. To meet the varied expectations of customers, you must develop a positive relationship with your customers. Today's customers appreciate a relationship that shows you respect their needs, and that you try to go the extra mile to meet them. This presentation provides practical information on how quality customer service can be achieved.

***Themes & Objectives***

To understand principles for providing service that responds to the needs of customers  
To learn approaches to providing quality customer services  
To explore postures of the service oriented provider

**Date:** Wednesday, February 03, 2010  
**Time:** 12:00 noon - 12:50 p.m.  
**Training Topic:** Professional Co-worker Courtesy  
**Presenter:** Kelsey Lang, MA, LAPC

***Presentation Highlights***

Everyone has to interact with others to succeed so it's never too early or too late to learn about professional courtesy! Knowing how to treat other people well is important in both your professional in your personal life. This presentation will focus on appropriate professionalism and courtesy that is essential to your success in the workplace. With the application of these techniques, you will find that you benefit yourself in the process and everyone around you.

***Themes & Objectives***

- To describe the importance of using appropriate courtesy
- To encourage professionalism in daily interactions
- To highlight communication skills in the workplace

**Date:** Wednesday, February 10, 2010  
**Time:** 12:00 noon - 12:50 p.m.  
**Training Topic:** Enhancing Morale in the Workplace  
**Presenter:** Chuck Motis, MS, LAC, LPCC

***Presentation Highlights***

Successful employees are aware of the patterns of workplace conflict that have a negative impact upon the morale of employees. They make an effort to improve their own morale, and they convey those positive postures to their fellow workers. This seminar provides practical ideas designed to enhance the morale of employees. The presentation will explore both positive and negative behavioral patterns and how those interactions impact upon employee morale.

***Themes & Objectives***

- To explore causes of poor morale
- To identify "toxic" personality patterns
- To discuss strategies to improve morale

**Date:** Wednesday, February 17, 2010  
**Time:** 12:00 noon - 12:50 p.m.  
**Training Topic:** Achieve Your Personal Balance  
**Presenter:** Kari Schoenhard, LCSW, LAC,

***Presentation Highlights***

Personal and professional maintenance (stress management) programs in the past have frequently suggested "adding" time to our seemingly over-scheduled days, such as by waking up « hour earlier. Thus, add more tasks with less sleep! Achieve your Personal Balance is a program that addresses life stressors by first looking at how we can attain a sense of balance and effectiveness in our personal and professional lives. A variety of techniques are discussed allowing participants to individualize their plan for decreasing their feelings of stress and facilitating their ability to find balance.

***Themes & Objectives***

- To identify early warning signs of being "out of balance"
- To learn to establish balance in our personal and professional lives
- To learn and practice individualized stress management techniques

**Date:** Tuesday, February 23, 2010  
**Time:** 12:00 noon - 12:50 p.m.  
**Training Topic:** Empowered Leadership in the Workplace  
**Presenter:** Tom Olson, MS, LPCC

*Presentation Highlights*

Encouraging and enhancing the growth of employees can be challenging at times but can also be very rewarding. How do team leaders show support and bring out the best in everyone? What are some skills that empower, challenge, and motivate employees? Come and learn, as well as, share skills and ideas important to all leaders.

*Themes & Objectives*

- To learn how to effectively work with employees
- To understand how to establish and maintain good working relationships with subordinates
- To understand the principles of empowerment as leadership resource

**Date:** Wednesday, March 03, 2010  
**Time:** 12:00 noon - 12:50 p.m.  
**Training Topic:** Suicidal Behavior in the Community & Workplace  
**Presenter:** Dick Werre, LSW, LAC

*Presentation Highlights*

This presentation provides vital information on the continuing prevalence of suicidal thoughts and behavior in our culture. The speaker will explore the nature and scope of suicidal activity, the times and circumstances most likely to generate suicidal thinking. Emphasis will be placed on the levels and types of suicidal behavior, and on approaches to determining seriousness of suicidal preoccupation and activity. Techniques for assessment of suicide potential will be introduced along with approaches to intervention during suicidal crisis.

*Themes & Objectives*

- To identify patterns of suicidal behavior in our culture
- To understand the impact of suicidal behavior
- To learn approaches to intervention and prevention

**Date:** Wednesday, March 17, 2010  
**Time:** 12:00 noon - 12:50 p.m.  
**Training Topic:** Assuming a New Supervisory Position  
**Presenter:** Kelsey Lang, MA, LAPC

***Presentation Highlights***

If you are thinking of becoming a supervisor, you may have many ideas about how you will make changes when you are at the helm. But, are there pitfalls and challenges that you may encounter as you assume your new role as a leader? As a new supervisor, you can greatly enhance your potential for success by taking into account, and then applying some fundamental principles for starting your new role on a solid foundation. This presentation will define some common mistakes of beginning supervisors, and it will introduce principles for lasting success in your evolving career as a leader.

***Themes & Objectives***

- To recognize the pitfalls of power-oriented leadership
- To identify the most common mistakes of new supervisors
- To learn sound principles for supervision & leadership

**Date:** Wednesday, March 24, 2010  
**Time:** 12:00 noon - 12:50 p.m.  
**Training Topic:** Get to Work: How to Motivate Yourself & Co-workers  
**Presenter:** Chuck Motis, MS, LAC, LPCC

***Presentation Highlights***

How to motivate yourself and workers is often a major concern in the workplace. Increased pay for a job well done doesn't always work as a motivator. Threats to job security is effective, but only for a short duration. Employees are often at loss as to how to motivate themselves and their workers when these two often tried approaches are no longer effective. The presenter will talk about other approaches to increased motivation, and how to tell when it is time to try these approaches.

***Themes & Objectives***

- To learn different ways of motivating people
- To understand how to motivate people with varied backgrounds
- To identify positive and negative ways of motivating people

**Date:** Wednesday, March 31, 2010  
**Time:** 12:00 noon - 12:50 p.m.  
**Training Topic:** 20 Ways to Manage Frustration  
**Presenter:** Kari Schoenhard, LCSW, LAC

**Twenty Ways To Manage Frustration**

***Presentation Highlights***

The ability to manage frustration and to demonstrate excellent interpersonal communication skills are the most potent career and personal skills you can possess. This presentation is designed for anyone who would like to learn better ways to manage frustration, to motivate people, and to respond to challenges in a more effective manner. The offering, "Twenty Ways To Manage Frustration" will introduce a variety of concepts designed to ease levels of frustration experienced in family, workplace, and social environments. Emphasis will be placed on the adoption of healthy alternatives for frustration management.

***Themes & Objectives***

- To discuss factors that influence frustration levels
- To understand causes of frustration in everyday life
- To learn how to appropriately manage and respond to frustration

**Date:** Wednesday, April 07, 2010  
**Time:** 12:00 noon - 12:50 p.m.  
**Training Topic:** Responding to Grief & Death in the Workplace  
**Presenter:** Tom Olson, MS, LPCC

***Presentation Highlights***

This presentation will explore common misconceptions related to survivors, and to those who learn of their impending death due to illness. Difficulties in talking with others, and in coming to grips with our own loss, grief, and death will be discussed and examined. Emphasis will be placed on the postures most commonly taken in response to loss, grief, and death. The grieving process and means of responding to the grief and losses of others will be explored. Coping strategies will be introduced related to the inevitability of our own death. The speaker will discuss recent findings on the death experience, the dynamics of grief and means coping with the thought of our own death and responding to the losses of others.

***Themes & Objectives***

- To identify common beliefs and postures
- To recognize dynamics of loss
- To understand impact on survivors

**Date:** Wednesday, April 14, 2010  
**Time:** 12:00 noon - 12:50 p.m.  
**Training Topic:** Dealing with Workplace Crisis  
**Presenter:** Dick Werre, LSW, LAC

***Presentation Highlights***

This presentation provides information and guidance for effective response to crises involving displays of excessive depression, suicidal preoccupation, mental illness, and potential for workplace violence. The presentation will focus on the nature of troubled behavior and the signs of disruptive potential. Emphasis will be placed on approaches to intervention and techniques for responding to crisis and potentially volatile circumstances.

***Themes & Objectives***

- To identify signs of staff crisis
- To understand effective responses
- To learn approaches to prevention and intervention

**Date:** Wednesday, April 21, 2010  
**Time:** 12:00 noon - 12:50 p.m.  
**Training Topic:** Managing & Responding to Anger  
**Presenter:** Kari Schoenhard, LCSW, LAC

***Presentation Highlights***

Anger is an emotion that is neither positive nor negative. However, what we choose to do with our anger, and how we respond to anger in difficult circumstances, can cause problems. Anger and aggression follow stages. Through learning those stages in ourselves and how to identify them in others, we can use positive problem solving techniques to interrupt the escalating process. Communication skills are critical when dealing with difficult people or circumstances, and this presentation will offer suggestions for interacting when you are feeling angry, or attempting to deal with an angry or difficult person. Levels of anger, how they increase at different paces for individuals, and how each person can learn to stop that process before reaching a point of lost control will also be covered.

***Themes & Objectives***

- To identify the stages of conflict in ourselves and others
- To learn how to decrease the occurrence of explosive episodes
- To learn methods of interacting with others who are angry