COMMUNICATION TRAINING

- "I Have A Customer Who... “/Emotional Intelligence (EI) – The activity had 16 participants. All were engaged and participated. Evaluations were all positive.
- EI/I Have a Customer Who... followup / Community of Practice – Tue., March 11; 12:30-2:00 PM; Staff Dev Office. Activity to continue both the EI and the related Customer Service issues. Formation of a Community of Practice related to this work.
- Brilliant E-mail / Establish Best Practices – Julie Ceballos, Teri Gerard, and Marge Sainten all reviewed the power point with Mary Kay. All felt the material was solid. $750.00 for one showing, $1000 for a 2-year license. Go forward?
- 6-Week Challenge: Creating an Office Procedures Manual – MK met with PGA Committee on Feb 21 to discuss how to identify hours for a hybrid-type format. Tentatively: MK wants to do a “test run” during the summer with about 6-8 participants to see how the flow works, calculate the number of hours it takes, look for ways to improve the hybrid format.
- Speaking Up Without Freaking Out / Matt Abrahams – Will repeat this workshop for us in the Spring: Weds., April 23; 1:15-2:15 PM; Admin Conference Room

SAFETY TRAINING

- Bystander Intervention / Partners in Learning Conference: March 7 from 1:15 – 3:00 pm. California History Center. Patterned after the YWCA of Silicon Valley Rape Crisis Center model the Bystander Intervention workshop includes safe bystander principals and provides techniques to de-escalate potentially violent situations on campus, assisting in campus safety. California History Center
- Front Desk Safety / The Science of Body Language – Dominic Gamboa, presenter. Dom had a meeting Feb 27 with several other state trainers to develop the curriculum for this workshop. He will contact me with title and description so we can send it out for registration. It is tentatively scheduled for Friday, March 14, from either 1-3 pm or 1-4 pm depending on the amount of material to cover. Topic development: front desk safety, threat assessment. Possible follow-up in near future with Self-Defense.
- First Aid / CPR / AED – Scheduled to be started now with Skills Testing to be done on Wed., April 30 from 130-330 pm at MLC-246. Can take a max of 12 participants. A second workshop is on hold if the first one fills, for Tue., April 29 from 130-330 pm in MLC-246.
- Safety Housekeeping: Avoid Those Slips, Trips, and Falls! (vignette/office safety checklist). Just started development of this one. Have primary material, need powerpoint.
- **Earthquake Preparedness and Home Safety** / Cupertino Emergency Services. 1 Hour class. Left a message that we’re interested in bringing the training to De Anza.
- **QPR (Suicide Prevention)** / Melanie Hale. Left voicemail for her to see if she is still interested in facilitating the workshop for us.
- **Creating A Welcoming Environment Conversation Café** / a world café format using some material from a webinar: “Training Front Office Staff: Handling Difficult & Disruptive Behaviors.” Focus on the creation of a welcoming environment. In preliminary discussion with Donna Stasio, Speech Communications, about doing this activity in a world café format. Possible drill-down questions: what creates a positive space? How do you affect the space? What can we recommend to the college management about creating a welcoming environment?

**CAREER LADDERS**

Several themes came up at our December committee meeting. There are several ways to regard Career Ladders and the committee needs to decide about capacity to pursue this, and how many levels of this do we want to be involved in?
- Survey staff: how far up do you want to go?
- Succession Planning and/or Leadership Institute (Virginia, Sarah)
- Classified Soft-Skills Training (Suzanne Pfeiffer)
- Advancing Your Career (Mary Kay Englen)