
Classified Staff Professional Development Day
September 22, 2015

General Session Activities
Room T1200

8:00am  Continental Breakfast/Registration
9:00am  LBCC Updates
10:00am Break
10:20am Keynote Speaker - Kathy Espinoza
          Topic: Merging the Generation Gap

Lunch  11:05 a.m. - 12:15 p.m
       Served Outside T1200

Option 1

Breakout Sessions #1 (12:30p - 1:40p)
- Dream it. Wish it. Do it.
- 2 Monologues Do Not Equal 1 Dialogue
- No Traffic Jams on the Extra Mile
- Facilities Safety/Ladder Training
- Facilities Green Cleaning Practices

Breakout Sessions #2 (1:50p - 3:00p)
- Dream it. Wish it. Do it.
- 2 Monologues Do Not Equal 1 Dialogue
- No Traffic Jams on the Extra Mile
- Facilities Safety/Ladder Training
- Facilities Green Cleaning Practices

Breakout Sessions #3 (3:10p - 4:20p)
- Dream it. Wish it. Do it.
- 2 Monologues Do Not Equal 1 Dialogue
- No Traffic Jams on the Extra Mile
- Facilities Safety/Ladder Training
- Facilities Green Cleaning Practices

Option 2

Workshop: American Red Cross First Aid/CPR

Time: 9:30am - 4:30pm (All Day)

Location: Gym

Note: Due to time constraints, Option 2 participants will only be able to attend the registration and breakfast portion of the general session activities.
Workshop Description

- **Dream it. Wish it. Do it. (Goal Setting)**
  This workshop will provide the attendees with the techniques and tools to establish and work toward professional goals. Attendees will learn the relationship between how goals are set and the steps that support goal achievement, evaluating progress toward achieving those goals, and identifying potential obstacles.

- **2 Monologues Do Not Equal 1 Dialogue (Effective Communication)**
  This workshop looks at communication as a tool in the workplace. Participants will gain insight into not only how to communicate better but also an understanding of why some communication breaks down.

- **Stand Up. Speak Up. Show Up. (Empowerment)**
  This workshop will help participants gain deeper insight into current strengths and ways to utilize those strengths as a foundation for self-empowerment in daily interactions.

- **No Traffic Jams on the Extra Mile (Customer Service)**
  Good customer service is vital for the organization. This workshop introduces the basic concepts of customer service and dives into effective customer service techniques and practices. Participants will gain knowledge/understanding of customer service practices and become confident in handling inquiries, complaints, and communications.

- **Facilities Safety/Ladder Training**
  This training provides a wide selection of methods and resources to help broaden an employee’s knowledge on the recognition, avoidance, and prevention of safety and health hazards in the facilities work environment. The workshop will include an overview of laws and regulations, hazards, types of ladders, ladder specifications, precautions for safe use, inspection, and maintenance.

- **Facilities Green Cleaning Practices**
  This workshop will provide the benefits and resources of green cleaning practices which combines low environmental impact cleaning products with good sound cleaning procedures. Participants will obtain information on how green cleaning fits within sustainability goals.

- **American Red Cross First Aid/CPR Training (Adult & Infant)**
  The First Aid/CPR training teaches participants to recognize and care for a variety of first aid emergencies and how to respond to breathing and cardiac emergencies to help victims. Participants who successfully complete this course will receive American Red Cross First Aid/CPR certification valid for two years.