

STEM Class Descriptions

Required Classes Below:

Basic Communication

- Overview of communication process, establishing a basic understanding of verbal and non-verbal components.

Effective Office Practices

- Organization/records management
- Office techniques
- Composition
- Mechanics of business writing
- Effective written communications
- Formatting letters/memos
- Postal Regulations

Interpersonal Communication

- Focuses on the listening process
- Responding
- Providing Feedback

Managing Change

- Deals with administrator/secretary management team
- Educational terminology
- Learning modalities
- Process of change
- School Climate

Professional Growth Plan (3 hours)

- Personal and professional assessment
- Goal setting

Profile for Success (Formerly Effective Communication in Organizations)

- Personal profile (DiSC)
- Analyzing strongest behavioral tendency and communication style
- Recognizing behavioral tendencies and communication styles of others
- Recognizing strengths and weaknesses and blending to be most successful

Choice Classes

3 hour classes

Assertiveness Training

- Tools to be more assertive not aggressive
- By discussion and role-play, participants are taught how to use their abilities, and self-image to protect their rights and the rights of others in a positive manner

Customer Service

- Using communication to impact a perception
- Creating positive perceptions with internal as well as external customers

Dialogue of Diversity

- Areas of diversity in addition to ethnicity

Leadership Training / Team Building

- Discussion of leadership qualities, the relationship between personality types and leadership styles and communication and goal setting as they relate to leadership

Professional Image

- Comprehensive look at professionalism
- More than the way one dresses

Rules for Spelling/ Proofreading

- Review basic spelling rules and corrects word usage. Learn techniques of a successful proofreader

Stress Management

- Review of causes of stress in daily life and discussion of methods for adjusting attitudes and/or environment for less stressful life.

Telephone Skills

- Covers the evolution of the phone, how that evolution affects the manner in which we answer the phone. Techniques to use with different types of callers, and how to take accurate messages. How to be a good listener and different approaches to handling a calling list.

Time Management

- Timesaving techniques and a guide to better utilization of time.

6 hour classes

Business Grammar and Letter Writing

- An in-depth review of business grammar and techniques of business letter writing

Assisting Difficult People

- Participants learn different types of difficult personalities and problem solving techniques to help them assist people in difficult conflicts.

Certification Application

The STEM program has been designed to stimulate professional development for support staff. Applicants must submit certification application in order to receive their CEOP.

INSTRUCTIONS:

An application fee of \$20.00 must accompany application. Make check payable to TESA.

Applicant must be a current member of TESA. Annual membership dues are \$25.00.

Application forms, TESA membership forms, and fees are to be returned to: TESA Central Office, P.O. Box 1565, Austin, TX 78767

TESA central office cannot maintain records for nonmembers. Please submit documentation for all coursework taken prior to membership in TESA.

Please complete the following and make a copy for your files before mailing.