



## **STEM SESSIONS 2018 SUMMER WORK CONFERENCE**

### **TUESDAY, JUNE 19, 2018**

**BASIC COMMUNICATION: (6 HOURS)** 8:30 a.m. – 4:00 p.m.

An overview of communication including a survey of the communication process of verbal and non-verbal skills within the professional context.

*Participation fee \$45.00.*

**EXCEPTIONAL CUSTOMER SERVICE: (6 HOURS)** 8:30 a.m. – 4:00 p.m.

An extensive session emphasizing the importance of creating positive perceptions with internal and external customers, techniques to improve listening skills both in person and with telephone calls as well as improving customer service techniques.

*Participation fee \$45.00.*

**INTERPERSONAL COMMUNICATION: (6 HOURS)** 8:30 a.m. – 4:00 p.m.

Participants are taught an awareness of the listening process as well as identification and utilization of appropriate levels of response to the messages of others.

*Participation fee \$45.00.*

**MANAGING CHANGE: (6 HOURS)** 8:30 a.m. – 4:00 p.m.

Change is all around us, and our ability to adapt, manage, and facilitate change has an impact on both our professional and personal lives. Through this workshop participants learn skills that will help turn the challenges of change into possibilities for success.

*Participation fee \$45.00.*

**STRESS MANAGEMENT: (3 HOURS)** 1:00 p.m. – 4:00 p.m.

Reviews causes of stress in daily life and discusses methods for adjusting attitudes and/or environment for a less stressful life.

*Participation fee \$35.00.*

### **WEDNESDAY, JUNE 20, 2018**

**BUSINESS AND SOCIAL ETIQUETTE: (3 HOURS)** 8:30 a.m. – 11:30 a.m.

Business and social changes throughout the years have resulted in an inconsistency in what was and what is acceptable etiquette today. Participants will learn etiquette skills that are relevant in the workplace and in their social life.

*Participant fee \$35.00.*

**TIME MANAGEMENT: (3 HOURS)** 8:30 a.m. – 11:30 a.m.

Covers timesaving techniques and a guide to better utilization of time.

*Participation fee \$35.00.*

**EFFECTIVE WORKPLACE PRACTICES: (6 HOURS)** **8:30 a.m. – 4:00 p.m.**

Participants learn and review essential workplace techniques including composition and mechanics of written communications, grammar, workplace management, and the development of a procedures manual.

*Participation fee \$45.00.*

**PROFILE FOR SUCCESS: (6 HOURS)** **8:30 a.m. – 4:00 p.m.**

Participants will complete a Personal Profile. Communication styles are analyzed and skills are developed for better communication.

*Participation fee \$55.00.*

**PROFESSIONAL GROWTH: (3 HOURS)** **1:00 p.m. – 4:00 p.m.**

Participants discuss the goal-setting process and develop personal plans of action for specific goals.

*Participation fee \$35.00.*

**THURSDAY, JUNE 21, 2018**

**LEADERSHIP TRAINING & TEAM BUILDING: (3 HOURS)** **1:30 p.m. – 4:30 p.m.**

This class is a discussion of leadership qualities, the relationship between personality types and leadership styles, and communication and goal setting as they relate to leadership.

*Participation fee \$35.00.*

**FRIDAY, JUNE 22, 2018**

**PROFESSIONAL IMAGE: (3 HOURS)** **1:00 p.m. – 4:00 p.m.**

Creating and maintaining a professional image is discussed. Workshop includes public relations, time management, attitude, communication, and dress.

*Participation fee \$35.00.*

**IF NOT ATTENDING CONFERENCE AND REGISTERING FOR STEM ONLY, A FEE OF \$35.00 IS REQUIRED IN ADDITION TO THE COST OF EACH SESSION.**