12:30 – 1:30 p.m.

ADA Accommodations
Presented by Dr. Liz Moseley, Director ADA Services
Kathryn Coxwell, Coordinator ADA Services
Credit Type: LOI, CLM
Building 4, Room 475
Registration is limited to 25

This interactive workshop will discuss the most common academic accommodations. Updates regarding the accommodation letter will be provided. Participants will also be able to experience some accommodations and adaptive equipment firsthand. There will be time for questions.

Academy of Teaching Excellence presents Case for Critical Thinking: What It Means, What We Can Do
Presented by Todd Neuman, Professor, English and Communications
Sara Smith, Associate Professor, English and Communications
Credit Type: TAM, CUR, POL
Building 4, Room 463
Registration is limited to 25

By beginning and sustaining a culture of Critical Thinking at Pensacola State College, we can establish a deep and renewable culture of less-biased and, therefore, more clear, accurate, precise, deep, broad, relevant, significant, and fair thinking both in the classroom and in the institution. This workshop offers an introduction to Critical Thinking as understood by Dr. Richard Paul and The Foundation for Critical Thinking. The workshop will suggest that Critical Thinking should be the underpinning of any pedagogy, and it should inform the behaviors of institutional decisions as well. In this workshop we will examine three types of "thinking" as well as what the Foundation for Critical Thinking calls "The Elements of Thought" and "The Universal Intellectual Standards." Along with all of that, we will offer one tool that educators can use to help deepen student thinking and learning and to help us evaluate that thinking and learning.

Ask the Pros – Excel Tips and Tricks
Presented by Vai Kumar, Associate Professor, Computer Sciences
Ted Young, Director, Purchasing and Auxiliary Services
Credit Type: DLT
Building 4, Room 446
Registration is limited to 25

This workshop will include Excel tips and tricks for most Pensacola State College users. The workshop will also show participants how to sort, filter, freeze rows and columns, adjust the size of a row and column, and conditional formatting.

Submit your question to the Excel Pros using the following link: https://forms.office.com/r/bspUFz1DhD

Workshop Descriptions

Emerging Adulthood: Looking at Students Through a Different Lens
>Presented by Dr. Darlene Mosley, Professor, Humanities and Social Sciences
>Credit Type: LOI, CLM, POL, CCP
>Building 4, Room 444
>Registration is limited to 25
>
>Emerging Adulthood has been identified as a new age period of the human lifespan. It fits between Adolescence (12-18) and Early Adulthood. Emerging Adulthood is defined as individuals ages 18-27 who do not embrace what are considered "traditional markers" of adulthood. Emerging Adults are the "boomerang generation," moving in and out of their parents' homes repeatedly, change college majors frequently, and are seen as lacking in commitment. This workshop will define Emerging Adulthood, identify the changing markers of adulthood which are embraced by Emerging Adults, and offer strategies on dealing with Emerging Adults in the classroom.

FERPA – What You Need to Know
>Presented by Tom Gilliam, Vice President Administrative Services and General Counsel
>Credit Type: LOI
>Building 4, Room 460
>Registration is limited to 25
>
>The focus of this workshop is understanding and applying FERPA, the federal law governing privacy and access of student records. Participants will learn what is protected under FERPA and offer guidelines on what is and is not considered an education record.

Feeding the Feed: Data, Privacy, and How You and the Algorithm Choose What You See
>Presented by Thomas Jonte, Faculty Librarian
>Credit Type: LOI
>Building 4, Room 474
>Registration is limited 25
>
>This session is a discussion of social media, privacy online, how your data is tracked and being used, how you and an algorithm fueled by millions of users and data points determine the next thing you see on your screens, and what this all means for our students.

GLO Assessment Workshop - An Introduction
>Presented by Richard Carr, Instructor, Humanities and Social Sciences
>Bipin Pandey, Assistant Professor, Physical Sciences
>Credit Type: TAM
>Building 4, Room 468
>Registration is limited to 32
>
>Assessing Global Learning Outcomes is a requirement with SACS. As such we need to ensure all faculty teaching general education courses understand what GLO's are, how they are utilized to improve student learning at PSC, and how to go about getting help when assessing the specific GLO's in their department(s). This session is an introductory workshop for new/new-to-GLO faculty. What are Global Learning Outcomes? How are they done? How do I know if I have to do them? All of these and many more questions will be answered. This workshop will inform you without overwhelming you.

Workshop Descriptions

How to ACE Your Customer Service Skills - Part I
Presented by Ruth McKinon, President, TaylorMcKinon Consulting
Credit Type: LOI
Building 4, Room 443
Registration is limited to 25

The foundation for great customer service begins with examining how we connect with our institutional mission and show care for our students, colleagues, and the community we serve. Your customers may be external or internal or possibly both. Maybe you are on the front lines of providing customer service or perhaps you are working in a support role here at PSC. Whether it is an internal or external customer, exceeding the customers' expectations should be Goal #1, for every customer, every time. This workshop reviews the importance of strengthening communication skills in order to promote positive customer experiences.

Part I of "How to Ace Your Customer Service Skills" workshop focuses on creating conditions that foster great customer service. The presenters will discuss the connection between the college mission and key principles of great customer service.
Part II of "How to Ace Your Customer Service Skills" examines real-life scenarios that hinder great customer service. Participants will have an opportunity to practice strategies and tools that can be used immediately to enhance their customer service skills.

Introduction to Microsoft Teams
Presented by Steve Whiting, Executive Director, Technology Operations
Credit Type: DLT
Building 4, Room 447
Registration is limited to 25

This session will provide an overview of Microsoft Teams functionality and integration with related Microsoft products.

Leading By Example
Presented by Ted Kirchharr, Human Resources Director, City of Pensacola
Credit Type: LOI
Building 4, Room 445
Registration is limited to 25

Leadership is more than just managing the workforce. Attitude reflects leadership, and when done right, leadership serves as the catalyst for change, growth, and innovation. The culture of an organization is dependent on those in the leadership roles to lead by example. It's not enough to just say "this is how we do it here", leaders must demonstrate the values and mission of an organization through how they communicate, reward and recognize, and how they behave on a daily basis.

This presentation encourages participants to look at their current leadership style and challenges them to identify areas to improve on or strengthen. Topics touched on include personality preferences when it comes to reward and recognition, generational differences when it comes to leading and being led, and what is the "one thing" you need to be a leader. Fun, entertaining, and mildly interactive, this presentation will recharge participants and provide real life examples and take-aways to immediately take back to the workforce.

Workshop Descriptions

Public Safety Awareness: What You Should Know
Presented by Nick Churill, Police Officer, Public Safety
Credit Type: LOI
Building 4, Room 473
Registration is limited to 25

The facilitator will discuss safety techniques for college employees in their respective work areas. It is specifically designed to prepare employees with tools to address safety concerns both at home and at work.

Retirement Process at PSC
Presented by Tammy Henderson, Director, Human Resources
Credit Type: GPD
Building 4, Room 400
Registration is limited to 35

Presenter will provide basic guidelines and information for those nearing and planning for retirement.

Talk Saves Lives
Presented by Rachelle Burns, Director, TRIO – Student Support Services
Credit Type: LOI
Building 4, Room 464
Registration is limited to 25

Talk Saves Lives™: Suicide Prevention Education for Workplace Settings is a 60-minute education presentation designed to be delivered in workplace settings, to organizational leadership, managers/supervisors, and employees. This presentation provides participants with the scope of the problem of suicide, key research findings, including risk factors and warning signs for suicide, along with recommendations for the role we can all play in suicide prevention.

Topics covered include:
Scope of the Problem: The latest data on suicide in the U.S. and worldwide
Research: Information from the latest suicide prevention research
Risk Factors and Warning Signs: Information on health, historical, and environmental factors that put individuals at risk for suicide along with suicide warning signs
Prevention: An understanding of the protective factors that lower suicide risk, and strategies for managing mental health and being proactive about self-care
What You Can Do: Guidance on how to get help for yourself or someone else in a suicidal crisis.

The Benefits of Office Plants and Other Fun Tips
Presented by Jennifer Weber, Master Gardner
Credit Type: GPD
Building 4, Room 440
Registration is limited to 25

We will be discussing the physical and mental benefits of having plants in the office space. You will get research based scientific information of a few favorite and easy to grow plants. Explore the Psychology behind these elements and even easier things to do to improve your workspace. During Q & A we can answer any other gardening questions and make suggestions on what to plant now.

Turnitin Basics

Presented by Lauren Baugus, Instructor, English and Communications
Credit Type: CLM
Building 4, Room 466
Registration is limited to 25

This session will help employees in different subject areas teach students how to avoid plagiarism and identify students who have plagiarized. Participants will learn the basics of using Turnitin as a plagiarism deterrent in classes using Canvas. This workshop is ideal for those who have never set up a Turnitin assignment or are unfamiliar with reading and using a Turnitin originality report.

Ways to Save: Maximizing Your Shopping Dollars

Presented by Joni Hoang, Instructor, Culinary Arts and Hospitality Management
Jimmie Langham, Associate Professor, Program Coordinator, Culinary Arts
Credit Type: GPD
Building 4, Room 441
Registration is limited to 25

How to make the most of your grocery budget. Tips for couponing, rebates, and seasonal shopping.

What Does the PSC Foundation Do and How Can We help?

Presented by Andrea Krieger/Executive Director of Institutional Development
Sophie Knott/Director of Finance and Business Operations
Mikenzie Francis/Director of Scholarships
Credit Type: LOI, CCP
Building 4, Room 462
Registration is limited to 25

Learn about the Foundation's role at Pensacola State and find out whether your department has access to resources that will help you accomplish your work.

For those who utilize private donations given to their department, they will learn how to receive reports and access to their funding. For those who award scholarships, they will learn about the donors who provide resources for students attending their programs and will learn more about the reports we provide to donors on how their funds are used. For those who have a Foundation pCard, they will learn the guidelines needed to access funds through their pCard. For those who want to raise funds for their program, they will receive guidelines on what is needed for that fundraising. For those who want to access the programming offered through the PSC Nonprofit Center for Excellence, they will be able to ask questions about next year's educational programs being offered.

Workday Q&A for Staff
      Presented by Sam Smith, Coordinator, Workday Change Management
      Brooke Saquibal, Workday Support Operations Specialist
      Credit Type: LOI
      Building 4, Room 472
      Registration is limited to 25

      Employees will have the opportunity to submit Workday questions for approval before attending. The presenters will answer, discuss, and demo topics that benefit employees.

      Use the link provided to submit your questions. https://forms.office.com/r/MgLxiAadce

1:45 p.m. – 2:45 p.m.

Advanced Turnitin Strategies
  Presented by Lauren Baugus, Instructor, English and Communications
  Credit Type: DLT, CLM
  Building 4, Room 466
  Registration is limited to 25

  This session will teach attendees how to use Turnitin to monitor discussion boards and essay tests. It is designed for instructors who are already comfortable with creating and monitoring a Turnitin assignment and viewing an originality report.

Burnout: It's Not just You, It's Everyone and Everything. And You Should Talk About It
  Presented by Thomas Jonte, Faculty Librarian
  Credit Type: LOI
  Building 4, Room 474
  Registration is limited to 25

  The last three years have left us feeling physically, emotionally, and mentally drained. This "burnt-out" feeling is common among so many, and we may feel like our work, home, and social lives are less fulfilling. Addressing these feelings of burnout is terrifying and scary, but speaking more openly about burnout, the causes, and possible solutions creates a better work environment with less fear of feeling weak, cause for reprimand or hostility, or hesitancy and feelings of unease addressing the issue. This workshop will aim to identify clear, achievable, and practical methods for addressing burnout for yourself and in your home and workplace.

Coaching Your Team for Excellence, Productivity and Accountability
  Presented by Rafael A. Deliz, Coordinator Workforce Education Support
  Credit Type: LOI
  Building 4, Room 475
  Registration is limited to 25

  Introduces the stages of team formation and principles of coaching conversations, setting the stage, obtaining buy-in, and development of plans and strategies to modify behaviors impacting the efficiency and effectiveness of your team.

Florida Blue Health Plans – Education Session
  Presented by Florida Blue and Risk Management Consortium
  Credit Type: GPD
  Building 4, Room 444
  Registration is limited to 35

  This session is presented by the risk management consortium and Florida Blue. Information about the health insurance changes will be provided.

Workshop Descriptions

Harassment, Discrimination, and Bullying in the Workplace: How to Prevent, Report, and Respond

Presented by Dr. Lynsey Listau, Executive Director Institutional Equity & Student Conduct
Credit Type: LOI
Building 4, Room 462
Registration is limited to 25

This session will cover College policies related to harassment, discrimination, and bullying in the workplace. Strategies will be provided for preventing and identifying behavior that is or could be harassment, discrimination, and/or bullying. Attendees will learn the process for reporting and resolving issues of harassment, discrimination, and bullying.

How to Best Serve Our Students – A Roundtable Discussion

Presented by Scott Schackmann - Department Head, Humanities & Social Sciences
Dr. Amanda Turner, Associate Dean, Enrollment Management
Credit Type: LOI, CCP
Building 4, Room 460
Registration is limited to 25

Our students come from various backgrounds with unique struggles intersecting academics, childcare, transportation, mental health, financial aid, and work-life-school balance. This workshop will explore practical strategies to help us adapt and aid our students to be successful. Participants are encouraged to bring a discussion topic with them. We will only have time to discuss three to four topics in the allotted time.

It's About Time for Time Management

Presented by Dr. Kirk Bradley, Dean, Baccalaureate Studies and Academic Support
Credit Type: (LOI)
Building 4, Room 445
Registration is limited to 25

During the workweek, the calendar fills up fast. After cleaning out inboxes, tending to personal responsibilities, attending meetings, getting unexpected calls and processing administrative clutter, your window of productivity can slowly disappear. Add to that a tendency to procrastinate, get distracted or lose track of time chit-chatting, and time management can become a real problem. Through this course you will learn which time-management style works best for you and how to eliminate bad work habits. As a result, you will be able to increase productivity, be more dependable, handle interruptions, feel in-control of your workweek and reduce stress.

Let's Talk Leadership

Presented by Robert Goley, Director of Public Safety
Credit Type: LOI
Building 4, Room 468
Registration is limited to 32

The session will discuss how leaders can engage their team members through investing in them to build individual capabilities that strengthen the team. Attendees will participate in a discussion about Situational Leadership, Positions of Power and applying Servant Leadership Principles in an organization.

Microsoft Outlook: Tips and Tricks
>Presented by Leah Johnsey
>Credit Type: LOI
>Building 4, Room 461
>Registration is limited to 25

>This workshop will cover basic instructions for using Microsoft Outlook to manage appointments, meetings and tasks. Do you have questions about features in Microsoft Outlook?

>Use the link provided to ask your questions prior to the workshop start date.

>https://forms.office.com/r/VS1XnQVcLd

Navigating MyPSC Apps Portal
>Presented by Liz Gomez, Director, Technology Support
>Credit Type: DLT
>Building 4, Room 465
>Registration is limited to 20

>Many if not most of our college use programs that are now cloud based and accessed through the portal known as MyPSC. This workshop is an introduction into the MyPSC web portal. The presenter will provide a brief overview of the applications available and some customizations possible with the portal.

Ouch! That Stereotype Hurts
>Presenters, Lisa Sims, Professor, Humanities and Social Sciences
>Rob Gregg, Project Director, Veterans Upward Bound
>Credit Type: LOI
>Building 4, Room 441
>Registration is limited to 25

>Ouch! That Stereotype Hurts will help participants gain the skills and confidence needed to successfully communicate in a diverse world. The objective of the session is to help participants understand the impact of stereotypes and biased statements, even when casually said; this session will help participants identify the most common reasons people sit silent in the face of bias and stereotypes and enhance skills for speaking up against stereotypes without blame or guilt.

PSC Hiring Process
>Presented by Melissa Jernigan, Coordinator, HCM Processes
>Mel Miner, Manager, Employment Services
>Credit Type: LOI
>Building 4, Room 470
>Registration is limited to 25

>Hiring is an essential part to PSC, and it's important that all managers, new and existing, know the correct procedures for hiring. Come learn the hiring process at PSC in Workday. This workshop is for any employee who assists with the hiring process. Presenters will demonstrate the process to provide an in-depth understanding.

PSC Perks and Benefits
>Presented by Dr. Debra Ryals, Professor, English and Communications
>Credit Type: GPD
>Building 4, Room 440
>Registration is limited to 25

>Did you know that there are special perks offered to you as a PSC employee? Come join us and learn about many discounts and services available to PSC employees. Participants will have the opportunity to ask questions on a wide variety of perks including but not limited to massage therapy and cosmetology, dental services, culinary dining, theater, professional development, and wellness services.

Promoting Civil Discourse in the Classroom: A Roundtable Discussion
>Presented by Rick Dunn, Assistant Professor, Humanities and Social Sciences
>Credit Type: CLM, POL, CUR
>Building 4, Room 463
>Registration is limited to 25

>Emphasizing to our students that we expect them to respect and critically consider perspectives not in alignment with their own may help in finding common ground in the politically charged academic environment we currently find ourselves within. Join us as we share what techniques and strategies have been effective in promoting inclusive, civil, and thoughtful dialogue within the disciplines that we instruct.

Retiree Panel Discussion: Sharing Experiences, Knowledge, and Tips Before and After Retirement
>Facilitated by Human Resources Representative
>Credit Type: GPD
>Building 4, Room 400
>Registration is limited to 35

>Retired PSC employees will share their knowledge, stories, and experience on retirement. They will discuss how they prepared for retirement, what they wish they knew before retirement, and life after retirement from the college.

Self-Care for Caregivers
>Presented by Rachelle Burns, Director, Student Support Services
>Credit Type: LOI
>Building 4, Room 464
>Registration is limited to 25

>This workshop is designed to provide employees with practical ways to engage in self-care, which will in turn reduce their stress and enable them to be better in every aspect of their lives, including their college roles. This will benefit the college by providing faculty and staff who are more calm, peaceful, grounded, which will impact students and increase overall productivity as well as the overall health of the college population. Who cares for the caregiver? If you are a caregiver, you have probably asked yourself this. As caregivers, it's important for us to take good care of ourselves, but it can be so hard to do. Come and learn more about how to do it, no matter how limited your time and energy.

Workshop Descriptions

The Best Workshop for Writing Multiple Choice Exams is _____.
> Presented by Dr. Ken Philips, Department Head, Performing Arts
> Credit Type: TAM, POL
> Building 4, Room 471
> Registration is limited to 25

> This session is an introduction to multiple choice test development. The workshop will focus on increasing faculty members' test writing skills. The presenter will review basic terminology, strategies for test construction, examples and non-examples, and class participation in writing test questions.

Welcome to WSRE - Your PBS Station
> Presented by Karen Pope, Interim General Manager, WSRE
> Jeri Shaffer, Director of Education and Outreach, WSRE
> Brent Burton, Traffic Manager, WSRE
> Mary Riker, Director, Marketing and Communications, WSRE
> Credit Type: LOI
> Building 4, Room 473
> Registration is limited to 25

> An overview of public broadcasting station WSRE - a service of Pensacola State College, serving the citizens of northwest Florida since 1967. Licensed to the Board of Trustees of the College. the mission of WSRE PBS is to positively impact local communities through education, entertainment, and engagement by providing everyone free access to the highest quality media content and by engaging all children in essential learning activities.

3:00 – 4:00 p.m.

ADA Accommodations
> Presented by Dr. Liz Moseley, Director ADA Services
> Kathryn Coxwell, Coordinator ADA Services
> Credit Type: LOI, CLM
> Building 4, Room 475
> Registration is limited to 25

> This interactive workshop will discuss the most common academic accommodations. Updates regarding the accommodation letter will be provided. Participants will also be able to experience some accommodations and adaptive equipment firsthand. There will be time for questions.

Association of Florida Colleges (AFC) presents Getting to Know Your Colleagues
> Presented by Mel Miner, 2022-23 AFC Chapter President, 2022 AFC VP, regions & Chapters,
> Manager, Employment Services
> Credit Type: LOI, CCP

> Building 4, Room 470
> Registration is limited to 25

> Getting to know the people we work with creates a bond and a sense of trust. When you know people on a personal level, mutual respect grows. Knowing your colleagues can also greatly improve communication and help with growing a successful and motivated workforce. This is an interactive session filled with networking, discussions and loads of fun. This workshop is designed to provide a relaxed environment and opportunity to meet people and get to know your colleagues throughout the College.

Academy of Teaching Excellence presents What the Best Teachers Do
> Presented by Susan Robbins, Associate Professor, Business
> Melissa Sears, Professor, Biological Sciences
> Amber Carey, Professor, Humanities and Social Sciences
> Credit Type: CUR, POL, CLM
> Building 4, Room 440
> Registration is limited to 25

> Come learn about some of the things that the best college teachers do! This workshop will include research-based findings as well as various practices that have been successfully used by instructors in both classroom and online learning environments. Interactive discussion and participation will be encouraged so that we can all learn from each other.

Accident/Incident Reporting Procedures
>Presented by Tammy Henderson, Director of Human Resources
>Credit Type: LOI
>Building 4, Room 460
>Registration is limited to 25

>The presenter will review the PSC policies and procedures for reporting and investigating work related accidents. Participants will identify different types of accidents and incidents that may occur ranging from damaged equipment, weather hazards, and/or employee work related injuries or illnesses. An overview of workers compensation will be provided. Guidelines for responding to accidents, routing of notices, and follow up will be given.

Building Your Team: Creating a Supervisor Toolbox
>Presented by Dr. Lynsey Listau, Executive Director Institutional Equity & Student Conduct and
>Jessica Johnson, Director Wellness Services
>Credit Type: LOI
>Building 4, Room 462
>Registration is limited to 25

>Leadership and supervision skills are essential when working with people. This session will focus on helping participants build a toolbox of basic supervision practices to assist in developing and building your team of employees. Participants will learn supervisory techniques to face current organizational challenges and managing a diverse workforce.

Coordinating Resources for Multiple Generations in the Workplace and the Classroom: Boomers, Emerging Adults & the Sandwich Generation
>Presented by Dr. Darlene Mosley, Professor
>Credit Type: CCP, LOI, POL
>Building 4, Room 444
>Registration is limited to 25

>The multi-generational workplace and classroom have become more commonplace. We have Boomers (born after World War II), Emerging Adults (ages 18-28), and the Sandwich Generation (what we usually call Generation X, the children of the Boomers). Each of these generations has a different learning style and expectation of the classroom or workplace training. We will analyze these groups, list defining events of each generation, identify group characteristics, recognize approaches to learning, and discuss strategies to best reach a generation other than our own.

Copyright in Higher Ed and Open Access Resources
>Presented by Melissa Davis, Assistant Professor, Faculty Librarian and Thomas Jonte, Faculty Librarian
>Credit Type: CUR, LOI
>Building 4, Room 474
>Registration is limited to 25

>While copyright includes exceptions that allow use of protected works in educational settings, there are important differences in the use of copyrighted materials in face to face and online courses. This workshop will

discuss how instructors can make use of copyrighted works in both types of courses, especially Open Access Resources (OER) and their availability from the PSC Libraries.

Creating a Self-Care Plan

Presented by Veronica Jennings, Director of Student Conduct

Carlita Williams, Mental Health Services Specialist

Credit Type: LOI

Building 4, Room 464

Registration is limited to 25

Come learn some easy ways to integrate self-care into your busy schedule. We will also demonstrate and practice a variety of quick techniques for taking the stress level down a notch. These techniques can be applied immediately and can be shared with others safely.

Get Your Ducks in a Row: Organizing Canvas Course Shells

Presented by Dr. Mitzie Sowell, Department Head, Health Sciences

Dr. Tracy Peyton, Department Head, English and Communications

Credit Type: DLT, CLM

Building 4, Room 471

Registration is limited to 25

This workshop provides best practices for organizing modules in Canvas course shells. The information shared will provide tips for better course companion and online course organization which benefits students.

How Do You GLO?

Presented by Lauren Baugus, Instructor

Robert Thead, Instructor

Credit Type: TAM

Building 4, Room 468

Registration is limited to 32

This round-table discussion is for faculty who want to understand & improve GLO's in their departments. GLO Assessment is a requirement for our SACS accreditation and can't be ignored. This round-table is designed to draw together faculty who have given GLO assessments and possibly served as graders for collected artifacts. The round-table discussion will open lines of communication between varied departments with the intent of helping faculty who may be struggling with implementing GLO discussion among their departmental colleagues to find avenues for foster communication.

How to Ace Your Customer Service - Part II

Presented by Ruth Mckinon, President TaylorMckinon Consulting

Credit Type: LOI

Building 4, Room 443

Registration is limited to 25

The foundation for great customer service begins with examining how we connect with our institutional mission and show care for our students, colleagues, and the community we serve. Your customers may be external or internal or possibly both. Maybe you are on the front lines of providing customer service or

perhaps you are working in a support role here at PSC. Whether it is an internal or external customer, exceeding the customers' expectations should be Goal #1, for every customer, every time. This workshop reviews the importance of strengthening communication skills in order to promote positive customer experiences.

Part I of "How to Ace Your Customer Service Skills" workshop focuses on creating conditions that foster great customer service. The presenters will discuss the connection between the college mission and key principles of great customer service.
Part II of "How to Ace Your Customer Service Skills" examines real-life scenarios that hinder great customer service. Participants will have an opportunity to practice strategies and tools that can be used immediately to enhance their customer service skills.

Introduction to Microsoft Teams
> Presented by Steve Whiting, Executive Director, Technology Operations
> Credit Type: DLT
> Building 4, Room 447
> Registration is limited to 25

> This session will provide an overview of Microsoft Teams functionality and integration with related Microsoft products.

Level Up with Pickleball 101
> Presented by Renee Henry, Coordinator Life Fitness Center and Wellness
> Beverly Donahue, Instructor, Biological Sciences
> Kym Atwood, Fitness Center Staff
> Caresse Galiza, Coordinator, Student Activities
> Credit Type: GPD
> Building, 3 Room 310
> Registration is limited to 20

> Make time for a great physical fitness activity and learn the basic skills, rules, and scoring system of Pickleball. It's one of the fastest growing sports in America. And you can learn more about it right here as part of our efforts to promote wellness here at PSC.

Meditation 101: Taming the Drunken Monkey
> Presented by Richard Carr
> Credit Type: LOI
> Building 4, Room 445
> Registration is limited to 25

> Zen teachers have compared the default state of the human mind to that of a drunken mindlessly monkey staggering about. Participants in this workshop will explore the benefits of disciplining the mind through meditation practice. The workshop will include information about the basic theory and practice of meditation, exploration of the emerging science of meditation, and a brief session of practice.

Workshop Descriptions

Navigating MyPSC Apps Portal

      Presented by Liz Gomez, Director, Technology Support
      Credit Type: DLT
      Building 4, Room 465
      Registration is limited to 20

      Many if not most of our college use programs that are now cloud based and accessed through the portal known as MyPSC. This workshop is an introduction into the MyPSC web portal. The presenter will provide a brief overview of the applications available and some customizations possible with the portal.

Ouch! Your Silence Hurts

      Presenters, Lisa Sims, Professor, Humanities and Social Sciences
      Rob Gregg, Project Director, Veterans Upward Bound
      Credit Type: LOI
      Building 4, Room 441
      Registration is limited to 25

      This workshop is meant to encourage and empower bystanders to make a difference and understand what it means to be an ally.

Workday Student Life Cycle

      Presented by Sam Smith - Coordinator, Workday Change Management and
      Brooke Saquibal - Workday Support Operations Specialist
      Credit Type: LOI, CCP
      Building 4, Room 472
      Registration is limited 25

      Demonstrate the student life cycle in Workday, from the application to program completion. Participants will see and better understand the entire process a student goes through in Workday to learn who and how PSC can better assist them through their college journey.