

Workshops for Tribal Staff

Enhancement of Supervisors

Skills: Sociology 188 (2 College Credits) TE
Instructors: Elizabeth Throgmorton & Julie Johnson

Tuesday April 27, 2010

8:00 a.m. Registration
9:00 a.m. **Welcome & Introductions**
9:15 a.m. **Human Behavior Factors:**
Left Brain & Right Brain Employees:
"Why we make the decisions we do."
-7 Management Styles
12:00 Lunch on your own
1:00 p.m. **Introduction to Maslow's Law:**
"Understanding Your Community."
5- 6 p.m. **Open Discussion**
Home Work Assignments

Wednesday April 28, 2010

9:00 a.m. **Managing Employees:**
-Dysfunctional Personalities in the Workplace
-Developing employee work plans
10:30 a.m. **Improving Supervisory Skills:**
-Leadership Responsibilities
-Establishing division/individual goals
-Equitable work distribution
-Tracking & evaluating performance
12:00 Lunch on your own
1:00 p.m. **Things to avoid: Do's and Don'ts:**
-Things that Build or Kill Leadership
2:00 p.m. **Building a Team.**
5-6 p.m. **Open Discussion**
Home Work Assignments

Thursday April 29, 2010

9:00 a.m. **Customer Service:**
"Customer Service is not a Program - it is an attitude."
10:00 a.m. **Reading Body Language.**
11:00 a.m. **101 Questions for the Supervisor**
12 Noon Lunch on your own
1:00 p.m. **Open Discussion:**
5-6 p.m. Turn in Test, Registration
Forms, Class Assessments

Registration: Dead Line: April 16, 2010
\$320 Workshop Fee includes College Tuition Fees

Location: Emerald Queen Hotel and Casino
5700 Pacific HY E, Fife, Wa 98424
253-922-2000 or 888-820-3555

- Special Rate for Workshop participants
- Call Hotel for info re: Seattle Airport Shuttle Services

For more information: Call Julie Johnson
360-645-2548 or Cell: 360-640-0222

Stress Management Class:

HUMS 156 (2 College Credit) NE
Instructors: Elizabeth Throgmorton & Julie Johnson

Tuesday May 26, 2010

8:00 a.m. Registration
9:00 a.m. **Welcome and Introductions**
9:15 a.m. **What is Stress?**
-Learning to recognize stress in yourself, peers and program managers.
-Physical and behavioral symptoms
Impact of Stress in the Workplace:
-The cost of stress in the workplace
-The effects on job performance
-The impact of employee morale
Legal requirements of stress in the workplace:
-When is it a disability & how to provide accommodations
-When is it discrimination?
12 Noon Lunch on your own.
1:00 pm **Manager's Responsibilities:**
-How to monitor, evaluate & guide employees
-Role model good stress management
Exercises for Stress Reduction
-Tips for Managing Stress in the Workplace
-Instant Stress Removers (52 Stress Reducers)
5:00 p.m. **Understanding Stress, Anger and Aggression:**
(Homework: Reading Assignment)

Wednesday May 27, 2010

8:00 a.m. **Stress Management:**
-Stress can be bad & good
-Symptoms of stress
-How can I eliminate stress from my life?
-How can I tell what is optimal stress for me?
9:00 a.m. **How Can I Manage Stress Better?**
-What makes you stressed out?
-Recognize what you can change.
-Reduce the intensity of your emotional reactions.
-Learn to moderate you're physical reactions.
-Build your physical reserves.
-Maintain your emotional reserves.
12:00 Noon Lunch
1:00 p.m. **How to Support Stressed Out Staff:**
Ways to Think Better
Open Discussion
5:00 p.m. Turn in Tests, Registration forms & Class Assessments

Thursday May 28, 2010

9 - 3 pm **Conflict Resolution:**
How to deal with Conflicts in the workplace

Registration Dead Line: May 21, 2010
\$320 Workshop Fee includes College Tuition Fees

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