

## Cont Ed 2009-10

### Accomplishment Description:

#### PROFESSIONAL DEVELOPMENT

- Conducted Fall Term Professional Development Dept Training – two part (totaling eight hours) of AchieveGlobal's Customer Service Training
- Trained four part time staff in bookstore procedures
- Attended "Communication Skills for Women" all day training
- BANNER training focus, alignment and study with Helen & Darlene
- Attended the 25-Live training conducted by Alen Bahret
- Participated in a team building and skill development with front-line staff utilizing a DiSC assessment specific to the Front Line Team
- Attended LERN's week long class/certification March 2010
- Attended "Improving Your Customer Service" Training Event - Lane's CML
- Tested and received LERN's CPP Certification (Certified Program Planner)
- Attended "Hiring for Cultural Competencies" training with Cris Cullinan
- Lead and participated in Lane's Technology & Civility mgmt study groups
- Participated in a two part team building and skill development with ALL staff DiSC assessment
- Participated in annual Alzheimer's Assoc Conference, along with SCP Volunteer (scholarship).
- Participated in National Conference on Volunteerism & Community Service (NYC)
- Proctored 12 MOS (Microsoft Office Systems) tests
- Conducted a continuation of the AchieveGlobal Customer Service Training at each Dept meeting

### Strategic Direction

- Foster the personal, professional, and intellectual growth of learners by providing exemplary and innovative teaching and learning experiences and student support services.
- Create a diverse and inclusive learning college: develop institutional capacity to respond effectively and respectfully to students, staff, and community members of all cultures, languages, classes, races, genders, ethnic backgrounds, religions, sexual orientations, and abilities.
- Build organizational capacity and systems to support student success and effective operations.
- Promote professional growth and provide increased development opportunities for staff both within and outside the College.