

Meeting 1 of the Fall 2021 Staff Professional Development Online Committee

Minutes Written—Monday, September 13, 2021 at 9:59 a.m.

Attendees

Janet Jarvis

Dina Kleinman

Candy Oller

Kathleen Swain

Notes from Meeting

The Professional Development Committee gathers feedback via virtual meetings at the preference of the committee.

A Google ballot was sent on Thursday, September 2, 2021, at 1:30 p.m. by the Committee Chair DeLisa Ging. The voting ended on Thursday, September 9, 2021, at 5:00 p.m.

Actions Voted on by the Professional Development Committee

The following actions received a majority vote by the Professional Development Committee.

- The committee chose to meet in an online format at least once during the given semester.
- **Six Golden Rules for Building Lasting Customer Relationships**

Mark Hordes, the founder and lead consultant with Mark Hordes Management Consultants, will offer ways to build lasting customer relationships. Any person whose thoughts and actions are grounded in the principles of customer respect and mutual collaboration is a trusted advisor. To the trusted advisor, the relationship experience is paramount and based on caring about the customer's long-term interest. This session will share rules that can be applied to improving an organization's customer relations.

This HRDQ-U webinar would be of no cost to the institution.

- **Preparing for the Storms: Steps to Stay Safe During Tornadoic Weather**

Mike Bennett, KFOR storm team member and longtime storm chaser, will share ways to stay safe on a college campus when tornadoes are forecasted. Also, Bennett will share

how the equipment used in his storm-chasing vehicle helps to keep Oklahomans safe. This presentation would be rescheduled due to past COVID-19 protocols and would be at no cost to the institution.

- **The Keys to Successful Teamwork**

Rachael Roberts, Life, Career, and Business Coach for Pearson Publishing, will offer practical activities to help colleagues bond as a group and aid team members in assessing their strengths and weaknesses they can offer a team.

This presentation would be \$400.00.

- **Difficult Conversations: Embrace Confrontation and Produce Long-Lasting Benefits**

Gary Turner, Senior Faculty Member at HRDQ-U, will share about preparing, initiating, and delivering difficult workplace conversations. Difficult conversations are inevitable in any workplace. Those conversations can create unhappiness, stress, and tension. Also, they can impair and even destroy relationships. When handled poorly, they are likely to result in serious problems that interfere with productivity and leave everyone involved feeling frustrated and dissatisfied.

Employees cannot avoid these kinds of conversations, but they can learn how to handle them more effectively. Developing the ability to handle these challenges will pay off in terms of reduced stress, increased confidence, improved relationships, increased trust, fewer problems, better teamwork, higher productivity, and better career opportunities.

This HRDQ-U webinar would be at no cost to the institution.

Next Meeting Agenda Item

The next meeting will be to vote in late January 2022 on the fall 2022 Professional Development offerings via a Google Ballot unless the need arises for a sooner meeting date.