



WORKING WITH PEOPLE: A WORKSHOP FOR ADMINISTRATIVE ASSISTANTS

Monday, August 3 – Tuesday, August 4

WITH KEN ROGERS & ROSETTA LEE

Agenda

Zoom link will be provided

(Times listed in central/eastern; please plan accordingly)

Day One – Monday, August 3: The Effective Gatekeeper: People Skills for Administrative Assistants with Ken Rogers

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| 9:00 – 9:30 am central/10:00 – 10:30 am eastern: | Welcome: Introduction & Building a Learning Community , Jill Webb, ISACS |
| 9:30 – 11:00 am central/10:30 am – Noon eastern: | Social Styles
Explore a helpful lens to view those with whom you interact and learn ways to make the exchanges you have with them be more productive and efficient |
| 11:00 am – Noon central/Noon – 1:00 pm eastern: | Lunch Break |
| Noon – 2:00 pm central/1:00 – 3:00 pm eastern: | Surviving a Bear Attack
Build understanding and skills around effectively handling difficult encounters and confrontations. |
| 2:15 – 4:00 pm central/3:15 – 5:00 pm eastern: | Reading Between the Lines
Review the basics of good communication and using the day's content, practice with several scenarios |

Day Two – Tuesday, August 4
Cross Cultural Communication & Navigating Microaggressions
with Rosetta Lee

9:00 am – 11:00 am central/10:00 – Noon eastern:

Cross Cultural Communication

Humans communicate on many levels -- spoken language, tone, body language, style, and personality. The fact that we have complex cultural identities and a host of differing past experiences increases the probability of cross-cultural miscommunications. This workshop presents major cross-cultural communication theories, ways that cultural values, power, privilege and differences affect the way we communicate, tools for questioning assumptions, and ways to improve cross-cultural communications skills.

11:00 am – Noon central/Noon – 1:00 pm eastern:

Lunch Break

Noon – 2:00 pm central/1:00 – 3:00 pm eastern:

Navigating Microaggressions

How do you navigate microaggressions -- those words and actions that offend or hurt, even though they may be unintended? Learn some of the obstacles of authentic conversations, as well as strategies for what to do or say when you are the target of, witness to, and agents of microaggressions.

2:30 – 3:30 pm central/3:30 – 4:30 pm eastern:

Facilitated Conversation, Sharing Among Participants