

Evergreen Valley College
Fall 2014 Professional Development Day
August 28-29

Thursday, August 28

Time	Description	Location
7:45AM-9:00AM	SUNRISE BREAKFAST! Welcome Back EVC Faculty & Staff	VPA Building A
9:00AM-9:20AM	Welcome and Introductions <ul style="list-style-type: none"> Staff Development Chair, Nasreen Rahim (2 mins.) President Henry Yong (3 mins.) Academic Senate President, Eric Narveson (3 mins.) Faculty Association, AFT 6157, Representative (3 mins.) Associated Student President, Representative (3 mins.) CSEA Chapter 363, Representative (3 mins.) MSCC Representative (3 mins.) 	VPA Theater
9:20AM-9:40AM	SJECED Chancellor Rita Cepeda (20 mins.)	VPA Theater
9:40AM-10:00AM	College Updates and Accreditation <ul style="list-style-type: none"> President Henry Yong (15 mins.) Student Success Initiative: VP Archuleta (5 mins.) 	VPA Theater
10:00AM-10:10AM	B R E A K	
10:10AM-10:55AM	EVC CurricUNET Meta Demonstration: Steve Thyberg & Lynette Apen SLO Assessment Update: Lynette Apen	VPA Theater
11:00AM-12:00PM	Lunch and Gilbane Updates	Gullo II
12:05PM-1:35PM	Session I: CurricUNET Hands-on Training and Division Meetings	
12:05PM-1:35PM	CurricUNET Training: Business & Workforce Development Steve Thyberg & Lynette Apen	LE-200
12:05PM-1:35PM	CurricUNET Training: Language Arts, Library & Learning Resources Steve Thyberg & Lynette Apen	LE-200
12:05PM-1:35PM	CurricUNET Training: Social Science, Arts, Humanities & PE Steve Thyberg & Lynette Apen	LE-200
12:05PM-1:35PM	Division Meeting: Math, Science & Engineering	AB-134
12:05PM-1:35PM	Division Meeting: Counseling	LE-232
12:05PM-1:35PM	Division Meeting: Nursing & Allied Health	S-219
1:35PM-3:15PM	Session 2: CurricUNET Hands-on Training & Division Meetings	
1:35PM-3:15PM	CurricUNET Training: Math, Science & Engineering Steve Thyberg & Lynette Apen	LE-200
1:35PM-3:15PM	CurricUNET Training: Counseling	LE-200

	Steve Thyberg & Lynette Apen	
1:35PM-3:15PM	CurricUNET Training: Nursing & Allied Health Steve Thyberg & Lynette Apen	LE-200
1:35PM-3:15PM	Division Meeting: Language Arts, Library & Learning Resources	R2-222
1:35PM-3:15PM	Division Meeting: Business & Workforce Development	C-102
1:35PM-3:15PM	Division Meeting: Social Science, Arts, Humanities & PE	Mishra Room

Friday, August 29

Time	Description	Location
8:15AM-9:00AM	Sunrise Breakfast	Gullo II
9:00AM-12:00PM	Student Success: Practical Strategies to Increase Motivation, Engagement & Learning Dr. Gail Rice & Dr. Eric Johnson <i>(for Faculty but Managers & Classified Staff are welcome)</i>	Gullo II
9:00AM-11:00AM	Understanding Your Personal Work style Marybeth Weider	SC-127 (Montgomery Hall)
11:00AM-12:00PM	Demo of Office 365 Ben Seaberry & Irene Gutierrez <i>(for Classified Employees & Managers)</i>	SC-127 (Montgomery Hall)
12:05PM-1:05PM	Lunch and Bookstore Updates	Gullo II
1:10PM-2:10PM	S e s s i o n 1	Location
1:10PM-2:10PM	Adjunct Survival Tips Steven Graham & Uyen Mai with guest speaker Robin Salak	R7-141
1:10PM-2:10PM	Become Familiar with Professional Recognition Committee (PRC) Sterling Warner & PRC Members	LE-224
1:10PM-2:10PM	EVC Bond Projects Henry Gee & Mark Miller	LE-204
1:10PM-2:10PM	Financial Smarts for Teachers Melody Barta	C-202
1:10PM-2:10PM	Ashtanga Yoga Shannon Cummings	P-204
1:10PM-2:10PM	Use your iPad & other tablets in classrooms and labs via Wi-Fi Abdie Tabrizi	AB-134
1:10PM-2:10PM	ASPIRE WORKSHOP (ASPIRE faculty only) (Continued in Session 2) Hai Nguyen	A5-212
1:10PM-2:10PM	AB86-Collaborating to Better Serve Adult Educational Needs Kishan Vujjeni & Lynette Gray	SC-101
1:10PM-2:10PM	CurricUNET course/program approval process Steve Thyberg & Lynette Apen <i>(For faculty, staff & administrators involved in approving curriculum)</i>	LE-228
1:10PM-2:10PM	Sabbatical Report Emily Banh & Richard Longacre	C-103

1:10PM-2:10PM	CalSTRS and You <i>(Continued in Session 2)</i> Kevin Dunn, Benefits Counselor STRS	SC-127
1:10PM-2:10PM	CalPERS Benefit Basics <i>(Continued in Session 2)</i> Dianne Escalante, CalPERS San Jose Regional Office	LE-200
1:10PM-2:10PM	Civility in the Classroom Judy Rookstool	C-206
1:10PM-2:10PM	Operational Analytics for Enrollment Management Tamela Hawley, Octavio Cruz, Ronald Lopez-Ramirez	Assessment Center
1:10PM-2:10PM	Vietnamese- Insights into Language Structure & Pronunciation Khanh-Hoa Nguyen-Wong and Kelly Nguyen-Jardin	C-203
2:15PM-3:15PM	S e s s i o n 2	Location
2:15PM-3:15PM	Improve Effectiveness of Writing Center Nancy Wambach & Sravani Banerjee	SC-114
2:15PM-3:15PM	Become Familiar with Professional Recognition Committee (PRC) Sterling Warner & PRC Members	LE-224
2:15PM-3:15PM	Email Archiving in Outlook: David versus Goliath Bill Silver	LE-232
2:15PM-3:15PM	Living Trust Seminar Roy Litherland, Attorney at Law <i>(Refreshments provided)</i>	Mishra Room
2:15PM-3:15PM	ASPIRE WORKSHOP (for ASPIRE faculty only) Hai Nguyen	A5-212
2:15PM-3:15PM	Understanding Your Faculty Rights and Obligations Barbara Hanfling & AFT members	C-204
2:15PM-3:15PM	CurricUNET course/program approval process Steve Thyberg & Lynette Apen <i>(For faculty, staff & administrators involved in approving curriculum)</i>	LE-228
2:15PM-3:15PM	CalSTRS and You <i>(Continuation of Session 1)</i> Kevin Dunn, Benefits Counselor STRS	SC-127
2:15PM-3:15PM	CalPERS Benefit Basics <i>(Continuation of Session 1)</i> Dianne Escalante, CalPERS San Jose Regional Office	LE-200
2:15PM-3:15PM	Student Success Committee Meeting Emily Banh & Alexandra Duran	SC-233
2:15PM-3:15PM	Student Financial Aid Eligibility Requirements Gina Browne & Ebonnie Hopkins	SC-102
2:15PM-3:15PM	Civility in Communication, Conflict Resolution & Interpersonal Skills Cam Martian & Eileen Luna	SC-103

Special thanks to the Custodial crew, Grounds crew, President's Office administrators, CTSS, Division administrators, Library & Open Lab staff, Business Office, Reprographics and the members of the Staff Development Committee

**Professional Development Day (PDD)
Friday, August 29, 2014
Workshops with Detailed Information**

Morning Sessions: 9am -12pm

<p>Student Success: Practical Strategies that will Increase Motivation, Engagement & Learning <i>(for Faculty but Managers & Classified Employees welcome)</i></p>	<p>Facilitators: Dr. Gail Rice & Dr. Eric Johnson</p>	<p>Gullo II</p>
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Description: In this interactive workshop, the presenters will share from their experience how to motivate students through engaging and exciting learning activities.

Participants will be able to:

- Differentiate between the why and the how of student success and motivation
- Examine the underlying principles of student success
- Experience the impact of personal meaning, engagement, and relevance on learning and motivation
- Teach a five-minute lesson to a partner to identify effective elements of a teaching style
- Identify active learning strategies from educational psychology that can accelerate and maximize learning
- Use concepts of personal relevance, meaning, engagement, and transfer in teaching
- Apply the theories, experiences, and concepts presented to their own teaching success
- Leave energized with new ideas to interject into their teaching

One part of the interaction will be a "flipped" session. To prepare for this, please look over these two short reading assignments:

- <http://cft.vanderbilt.edu/teaching-guides/teaching-activities/flipping-the-classroom/>
- <http://net.educause.edu/ir/library/pdf/ELI7081.pdf>

Morning Sessions: 9am -11am

<p>Understanding Your Personal Work Style <i>(for Classified Employees & Managers)</i></p>	<p>Facilitator: Marybeth Weider</p>	<p>SC-127 (Montgomery Hall)</p>
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Description: In this training workshop, participants will learn to understand their personal work style.

Participants will be able to:

- Discuss the importance of individual work style
- Describe the four categories of work style
- Explore communication strategies and techniques effective to each work style
- Understand the importance of work style diversity for maximum group performance

Morning Sessions: 11am -12pm

<p>Demo of Office 365 <i>(for Classified Employees & Managers)</i></p>	<p>Facilitators: Ben Seaberry & Irene Gutierrez</p>	<p>SC-127 (Montgomery Hall)</p>
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<p>Description: This presentation is an overview of what Office 365 can do.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Begin thinking about moving to Office 365 • Contact ITSS Helpdesk to move their mail-box to the cloud 		
<p>Breakout Sessions 1 and 2: 1:05pm – 3:00pm</p>		
<p>Session 1: 1:10pm – 2:10pm</p>		
<p>Adjunct Survival Tips</p>	<p>Facilitators: Steven Graham & Uyen Mai Guest speaker: Robin Salak</p>	<p>Room: R7-141</p>
<p>Description: This workshop will orientate Adjunct Faculty to EVC, and the resources available to Adjunct Faculty, such as the DSP Program and its role in student success, the adjunct faculty center and technology available, and EVC Academic Senate’s impact on adjunct faculty.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Explain the role of DSP • Identify faculty duties and responsibilities concerning DSP students • Technology available to adjunct faculty in the current technology center • Explain the role Academic Senate plays at EVC 		
<p>Become Familiar with Professional Recognition Committee (PRC) <i>(Continued in Session 2)</i></p>	<p>Facilitators: Sterling Warner & PRC Members</p>	<p>Room: LE-224</p>
<p>Description: Professional Recognition Committee (PRC) members will present information and respond to questions concerning professional recognition opportunities, including sabbatical leaves, class changes, step plans, (for Steps 14, 17, and 19)and activity payments. Bring any question you have for this session.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Learn the latest information about the PRC and as it relates to the FA contract • Learn the process to apply for approval of classes and projects for class changes, step increases, sabbatical and activity payments • Inform faculty about the PRC process online 		
<p>EVC Bond Projects</p>	<p>Facilitators: Henry Gee & Mark Miller</p>	<p>Room: LE-204</p>
<p>Description: This workshop will provide updates on the EVC Bond projects and meet the Gilbane project management team. Get answers to what, where, when, why, and who on bond programs.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Update on EVC Bond projects • Have EVC staff interact with Gilbane project management team • Discuss how bond projects work from conception to completion 		
<p>Financial Smarts for Teachers</p>	<p>Facilitator: Melody Barta</p>	<p>Room: C-202</p>
<p>Description: The presentation on Financial Smarts for Teachers is a program designed by the CalCPA in conjunction with California Jump Start and California Council on Economic Education to bring financial literacy to teachers. This is the third of 7 units, focusing on the use of credit in your overall financial.</p> <p>Participants will be:</p>		

<ul style="list-style-type: none"> • Explore the benefits and pitfalls of using credit • Explain credit scores and how behavior affects this score • Discuss how to rebuild a damaged credit score 		
Ashtanga Yoga	Facilitator: Shannon Cummings	Room: P-204
<p>Description: Ashtanga Yoga follows an eight limbed path to physical and mental harmony. This workshop will encompass the third limb of ashtanga yoga: asana. Prepare for breathing, deep stretching and a light workout that will leave you refreshed and ready for the new semester.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Relax mind • Control breath • Sweat a little 		
Use your iPad & other tablets in classrooms & labs via Wi-Fi	Facilitator: Abdie Tabrizi	Room: AB-134
<p>Description: This workshop proposes to enhance teaching and presentation using iPad and other tablets such as Microsoft Surface in classroom and labs. Wirelessly communicate with the projector or desktop computer and display your presentation. In this workshop a few tools (Apps) for tablets will also be demonstrated. The use of these tablets in classroom and laboratory environment will also be explored.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Use the tablet apps with their iPads and other tablets to enhance their classroom instruction • Use the tablet apps to help with laboratory experiments and activities • Use iPad and other tablets to wirelessly project on projector screens 		
ASPIRE WORKSHOP (Continued in Session 2)	Facilitator: Hai Nguyen	Room: A5-212
<p>Description: This workshop is for the ASPIRE faculty and staff to review our program needs. We will be discussing strategies for working with our students, class scheduling, program review, and fundraising activities for our program.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Establish strategies for working with our students • Set up courses and schedule for classes • Work on Program Review • Organize fundraising activities 		
AB86-Collaborating to Better Serve the Educational Needs of Adults	Facilitators: Kishan Vujjeni & Lynette Gray	Room: SC-101
<p>Description: This presentation is an overview of AB86 Legislation and our regional efforts to expand and improve adult education via South Bay Consortium for Adult Education (SBCAE).</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Understand AB86 Legislation on Adult Education • Identify the program areas as outlined in AB86 • Describe objectives and strategies for planning • Roles & responsibilities of SBCAE institutions & partners in developing regional plan • Summarize the results of July 31, 2014 progress report to State 		

CurricUNET Course/Program Approval Process	Facilitators: Steve Thyberg & Lynette Apen	Room: LE-228
<p>Description: This workshop will benefit members of the ACCC, curriculum tech committee, division curriculum chairs or reps and academic deans. However, all interested employees are welcome to attend.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Experience how the functionality of CurricUNET Meta will facilitate the curriculum approval process • Experience how the functionality of CurricUNET will delineate their role in the curriculum approval process 		
Sabbatical Report	Facilitator: Emily Banh & Richard Longacre	Room: C-103
<p>Description: In this presentation, two ESL faculty members will report on their experiences completing graduate-level coursework in San Francisco State University's Graduate Certificate Programs during their 2013-2014 sabbatical year. To further their professional growth and development, one earned a Certificate in Teaching Post-Secondary Reading, the other a Certificate in Teaching Composition. They will share their impressions of the two programs and their most important takeaways from their coursework.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Have a deeper understanding of the two graduate-level certificate programs at SFSU and their benefits to the students and instructors at the community college level 		
CalSTRS and You <i>(Continued in Session 2)</i>	Facilitators: Kevin Dunn, Benefits Counselor STRS	Room: SC-127
<p>Description: This workshop describes the basics of CalSTRS as the foundation of your personal retirement planning.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • The Defined Benefit Formula • Ways to increase your benefit • CalSTRS benefits available to you 		
CalPERS Benefit Basics <i>(Continued in Session 2)</i>	Facilitator: Dianne Escalante, CalPERS San Jose Regional Office	Room: LE-200
<p>Description: This is a workshop on the basic retirement information for new hires and classic members, topics such as retirement types, service credit, retirement options, and online resources.</p> <p>Participants will be able to: To expand the member's knowledge base of the CalPERS Retirement System for a successful retirement</p>		
Civility in the Classroom	Facilitator: Judy Rookstool	Room: C-206
<p>Description: This presentation emphasizes the importance of civility and civil discourse in the classroom. What to do to set a tone to encourage civil discourse and to empower the hesitant student? How and why does one person respect another? Should students participate in determining how respect is exhibited? Do students have a responsibility to other members of a class? These questions will be discussed, as well as the concern that civility might infringe upon free speech.</p> <p>Participants will be able to: Use strategies to promote civility in the classroom and differentiate issues of civil discourse and free speech</p>		

Operational Analytics for Enrollment Management	Facilitators: Tamela Hawley, Octavio Cruz & Ronald Lopez-Ramirez	Assessment Center
<p>Description: CROA is the new reporting platform that is being implemented district-wide. This new reporting solution will enable faculty and staff to review data related to student enrollment and course success. Please join members of the Power Users team as we demonstrate some of the basics of CROA and answer any questions you might have about this exciting new tool from Datatel.</p> <p>Participants will be able to: Demonstrate the utility of CROA for enrollment management and introduce staff and faculty to the process of gaining access to data in CROA</p>		
Vietnamese: Insights into Structure and Pronunciation of the language	Facilitators: Khanh-Hoa Nguyen-Wong and Kelly Nguyen-Jardin	Room: C-203
<p>Description: This presentation gives the general information about the Vietnamese language. It is geared for all faculty/staff who are interested in Vietnamese language.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Vietnamese alphabet, basic tones and structures • How to pronounce some common names and phrases • Some tips on how to identify common mistakes Vietnamese students often make in ESL classes 		
Session 2: 2:15pm-3:15pm		
Improve Effectiveness of Writing Center	Facilitators: Nancy Wambach & Sravani Banerjee	SC-114
<p>Description: This workshop is an opportunity for Writing Center Instructors to discuss policies, procedures, and curriculum.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Review the policies of the Writing Center • Update and revise curriculum • Discuss various teaching strategies 		
Become Familiar with Professional Recognition Committee (PRC) <i>(Continuation of Session 1)</i>	Facilitators: Sterling Warner and PRC Members	Room: LE-224
<p>Description: Professional Recognition Committee (PRC) members will present information and respond to questions concerning professional recognition opportunities, including sabbatical leaves, class changes, step plans, (for Steps 14, 17, and 19)and activity payments. Bring any question you have for this session.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Learn the latest information about the PRC and as it relates to the FA contract • Learn the process to apply for approval of classes and projects for class changes, step increases, sabbatical and activity payments • Inform faculty about the PRC process online 		
Email Archiving in Outlook: David versus Goliath	Facilitator: Bill Silver	Room: LE-232
<p>Description: This workshop will demonstrate the basic features of archiving email in Outlook. The main part of the workshop will include a how-to presentation of archiving in Outlook, including ways to back-up archive files and make them accessible from other computers.</p>		

<p>Thereafter, participants will be able to return to their offices to set up their computers to archive, using the information presented in the workshop.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Learn four types of email areas of Outlook • Learn how to set up email archiving for mail folders • Learn how to copy archive mail files for backup and mobility • Configure their individual office computers to archive email 		
<p>Living Trust Seminar <i>(Refreshments provided)</i></p>	<p>Facilitators: Roy Litherland, Attorney at Law</p>	<p>Mishra Room</p>
<p>Description: In this seminar, you will find out more about the benefits of proper estate planning, attend this free Living Trust Seminar. It will familiarize you with proper estate planning to help avoid the pitfalls of probate and ensure that your estate actually gets to those individuals or charities you wish. Plus, without proper planning your estate may owe substantial estate taxes. A living trust can eliminate the costs and time involved in a probate and will protect your estate if you become incapacitated by avoiding a conservatorship. This means your estate will be managed as you see fit, not as a court-appointed conservator sees fit.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Gain knowledge of the importance of planning for incapacity and death with regard to finances, health care, and the inheritance they leave to their loved ones • Learn the advantages of living trusts, wills, health and financial powers of attorney, and advance directives in accomplishing their estate planning goals 		
<p>ASPIRE WORKSHOP <i>(Continuation of Session 1)</i></p>	<p>Facilitator: Hai Nguyen</p>	<p>Room: A5-212</p>
<p>Description: This workshop is for the ASPIRE faculty and staff to review our program needs. We will be discussing strategies for working with our students, class scheduling, program review, and fundraising activities for our program.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Establish strategies for working with our students • Set up courses and schedule for classes • Work on Program Review • Organize fundraising activities 		
<p>Understanding Your Faculty Rights and Obligations</p>	<p>Facilitators: Barbara Hanfling & AFT members</p>	<p>Room: C-204</p>
<p>Description: This workshop will enable full-time and adjunct faculty to learn about new and continuing rights guaranteed to them by the Union contract. The goals of educating our students and ensuring positive Student Success is enhanced by a well-educated, informed faculty member regarding their contract. Class Size, Professional Responsibilities, Office hours, etc. all contribute to Student Success-our goal. We will focus on Evaluations (and request feedback on SLO assessments in the Contract per the ACCJC). We will learn how to move across and down the Salary Schedule and filing for Sabbaticals through the PRC (Professional Development Committee). There will be time for questions and answers about the connections between our contract and student success.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Empower faculty to know and understand their rights • Create a positive working environment for faculty and students • Enhance Student Success 		

CurricUNET course/program approval process (Repeated)	Facilitators: Steve Thyberg & Lynette Apen	Room: LE-228
<p>Description: This workshop will benefit members of the ACCC, curriculum tech committee, division curriculum chairs or reps and academic deans. However, all interested employees are welcome to attend.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Experience how the functionality of CurricUNET Meta will facilitate the curriculum approval process • Experience how the functionality of CurricUNET will delineate their role in the curriculum approval process 		
CalSTRS and You (Continuation of Session 1)	Facilitator: Kevin Dunn, Benefits Counselor STRS	Room: SC-127
<p>Description: This workshop describes the basics of CalSTRS as the foundation of your personal retirement planning.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • The Defined Benefit Formula • Ways to increase your benefit • CalSTRS benefits available to you 		
CalPERS Benefit Basics (Continuation of Session 1)	Facilitator: Dianne Escalante, CalPERS S.J Regional Office	Room: LE-200
<p>Description: This is a workshop on the basic retirement information for new hires and classic members, topics such as retirement types, service credit, retirement options, and online resources.</p> <p>Participants will be able to: Expand the member’s knowledge base of the CalPERS Retirement System for a successful retirement</p>		
Student Success Committee Meeting	Facilitators: Emily Banh & Alexandra Duran	Room: SC-233
<p>Description: The purpose of this Student Success Committee (SSC) meeting is to convene SSC members in order to provide opportunities for them to read the working draft of EVC’s 2014 Student Success Plan (to be submitted to the State Chancellor’s Office by October 17th) and invite their input and feedback on it.</p> <p>Participants will be able to: Read the working draft of EVC’s 2014 Student Success Plan and had the opportunities to provide input and feedback either during meeting or sometime soon after the meeting so that the Student Success Plan is comprehensive and reflects EVC’s commitment to student success in its strategic planning, initiatives, programs, and activities</p>		
Student Financial Aid Eligibility Requirement	Facilitators: Gina Browne & Ebonnie Hopkins	Room: SC-102
<p>Description: This presentation is an overview of financial aid eligibility requirements.</p> <p>Participants will be able to:</p> <ul style="list-style-type: none"> • Have a basic understanding of financial aid maintain eligibility for financial aid • Learn about financial aid eligibility requirements • Learn about the Satisfactory Academic Progress (SAP) policy • Learn about Pell Lifetime Eligibility • Learn about work Study Limits • Understand the 150% subsidized • Become familiar with the frequently asked questions in financial aid 		

Civility in Communication, Conflict Resolution & Interpersonal Skills	Facilitators: Cam Martian and Eileen Luna	Room: SC-103
<p>Description: This presentation is on civility as it relates to communication, conflict resolution, and interpersonal skills. We will define civility in context and offer strategies and actual language to employ civil discourse and to defuse incivility, especially because we are student-centered and need to be a <i>team</i> to effectively serve students. We will practice using “I” messages and reflect what people are saying.</p> <p>Participants will be able to: Learn strategies to employ civil discourse and to defuse incivility</p>		