

Power of Service Events Fall 2018

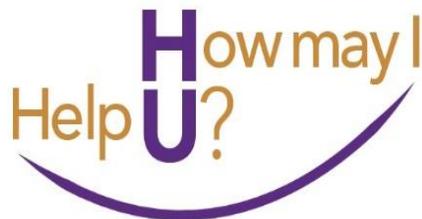
Date	Event	Presenter(s)	Times Offered	Location	Description
9/27/18	Power of Service: How May I Help You? 2017-18 Celebration 2018-19 Kick Off https://nmhu.zoom.us/j/473228420	President Minner Michelle Bencomo Adele Ludi Denise Montoya Laird Thornton	9:00-11:00am	Ballroom Zoom	Highlands is continuing its campus-wide commitment to providing the best service possible. There will be a 2017-18 celebration awarding attendance prizes and a 2018-19 kick-off event session which will include panel of customer service experts sharing their best practices. Please join us and our special panel guests: Sylvia Baca, NMHU Facilities; April Kent, NMHU Donnelly Library; Christine Ludi, State Employees Credit Union; Sara Mathews, Borrachos; Rosemary Sanchez, Super 8 Motel.
10/25/18	How is your Situational Awareness? https://nmhu.zoom.us/j/762750632	Brian Henington	10:00-11:00 or 2:00-3:00	SUB 322 Zoom	This course provides an overview of situational awareness and how to develop your observation skills to be used to identify and mitigate hazards. Situational awareness is a concept used in emergency response, the airline industry and the military. The intent of situational awareness is to develop your observation skills while focusing on the appropriate decisions based on the incident or event. Finally, the class will introduce you to awareness skills used to observe emergency events including active shooter, fires, hazardous material handling and spills, and working with hazardous equipment, tools or environmental hazards.
10/25/18	Stress Management/Relaxation Techniques https://nmhu.zoom.us/j/510690913	Ian Williamson	10:00-11:00 or 2:00-3:00	SUB 321 Zoom	This workshop will cover ways employees can manage stress and so provide the best service to our campus community.
11/29/18	Advanced Excel Techniques https://nmhu.zoom.us/j/762750632	Max Baca	10:00-11:00 or 2:00-3:00	SUB 321 Zoom	This course will offer the opportunity to learn advanced techniques to create spreadsheets with meaningful valuable data. You will learn how to create formulas, absolutes, remove negatives, and other advanced features of Excel.
11/29/18	Procurement Policies https://nmhu.zoom.us/j/510690913	Adam Bustos	10:00-11:00 or 2:00-3:00	SUB 322 Zoom	NMHU Purchasing-Beat the Lines: Tips to Efficient Purchasing.

Each topic will be presented twice per day, and will be available via Zoom.

To recommend a topic, please contact powerofservice@nmhu.edu

Please consider joining our Committee!
We meet every other Tuesday from 3:30 - 4:30 in Sininger Hall 107 and via Zoom

Zoom URL: <https://nmhu.zoom.us/j/272625711>



A Certificate of Completion and Gift Card will be provided to each participant who attends 10 events between September 2018-August 2019.