Breakout Sessions

*CHOOSE ONE CUSTOMER SERVICE SESSION*

Customer Service "Cheeseburger Style"- Daniel Kilcrease (ROOM 321)

When Jay Zarr's presentation fills up, you'll find plenty of room with us! Come and learn about customer service skills in an interactive experience. We'll search social media sites for positive and negative examples of customer service, discuss the balance between being “warm and fuzzy” and actually getting work accomplished, build the cheeseburger of your dreams (cheeseburger not included), and also give you practical ways to apply customer service skills to your specific job.

Customer Service Speed Dating- Angela McLean (ROOM 404)

The Accelerated Service Challenge: It Only Takes a Minute to Win-It!

In customer service, first impressions make all the difference. Through an activity similar to speed-dating, students will role play, discuss, and brainstorm solutions for typical customer service dilemmas.

*CHOOSE ONE INTRAPERSONAL COMPETENCE SESSION*

Putting the Pieces Together-Working Together to Achieve Goals- Stephanie Speicher (ROOM 312)

This workshop is designed to provide the participant with some of the fundamental foundations of group dynamics. SMART goals, communication skills, and the importance of reflection will be focused on throughout the workshop. The final goal is to provide the participant knowledge and experiences in order to plan, organize, modify, and evaluate a wide array of activities that will enhance their professional relationships with others. The presentation will be holistic, merging intellectual, social, and physical learning and development. Dress to be active.

What is the Weber State Factor?? - Jay Zarr (ROOM 316)

Let’s explore the Weber State Factor.

What does it take to make a difference when dealing with students, staff, faculty, or visitors to campus? Is your position just a "job," or is it an opportunity? Do you REALLY have what it takes to truly represent WSU? It is time to find out.