

Workshop Descriptions – 2017 NHAEP Conference

Presenter: Charles Marshall
Title of Workshop: *The SERVE Method™ Creating Success with Extraordinary Customer Service*

Session: 1 May 11th Thursday 1:30pm - 3:00pm

Brief Description: **Who** needs to learn more about improving their customer service skills? Everyone who cares about their own success! Becoming a customer service expert isn't just for people who talk on the phone or visit customers. It's for everyone and anyone who desires to advance in their career, improve their relationships, and earn more money. Every organization that seeks to continue to grow and achieve its potential must focus on improving customer service.

Participants of The SERVE Method presentation will learn about

- The definition of internal and external customers
- Good customer service versus great customer service
- The importance of good communication
- Problem solving in stressful circumstances with internal and external customer
- Customer service faux pas

Attendees will also learn the meaning of the SERVE acrostic, which is:

- **Surprise** your customer and team members with excellence
- **Evaluate** needs
- **Respond** to the input you receive
- **Validate** other's experience with you
- **Exceed** expectations

Presenter: Dave Downs
Title of Workshop: Clutter Control 2
Session: 1 May 11th Thursday, 1:30pm -3:00pm

Brief Description: During this presentation, Dave Downs talks about several BIG reasons why Americans have so much STUFF. "We might need it someday"; and "It just needs a little repair." are just a couple of reasons for our clutter problem. Mr. Downs suggests when, where and how to begin decluttering. Everyone is different, so he recommends more than one way to approach, manage and discard our possessions. He discusses the pros and cons to selling, donating, giving away, throwing out and paying someone to take our stuff away. We will leave the program with new ideas, methods, and helpful hints to reverse the tendency to bury ourselves in "treasures!" We will all leave with a SMILE! No one will go home feeling guilty!

Presenter: Terry Hersh, Tamela Dalrymple and Lisa Morrisette
Title of Workshop: **NHSEIS 402/Cat Aid**
Sessions: 1 May 11th Thursday, 1:30pm -3:00pm

Brief Description: The workshop will provide guidance in processing Chapter 402 and guidance for eligibility for CAT AID, application for CAT AID, allowable costs and timelines for CAT AID. A CAT AID manual will be provided.

Presenter: Kristen Pelletier
Title of Workshop: **Google Drive/Docs**
Session: 1 May 11th Thursday, 1:30 - 3:00

Brief Description: Understanding and setting up Google drive, transferring files to the Google Cloud and syncing your google account across your devices so you can see your contacts, mail and calendar no matter what device you are on. Participants will learn how to create, format and download Google Docs to Microsoft Word format. Sharing files, share privileges and adding comments to a document will also be covered in this session.

Presenter: Kristen Pelletier
Title of Workshop: **Google Spreadsheets**
Session: 2 May 11th Thursday, 3:15 - 4:45

Brief Description: Participants will learn how to create, edit and format spreadsheets, build formulas, create links and work with multiple sheets in a workbook. The presenter will also include quick tips & tricks (for example, using the fill feature to create a series).

Presenter: Ashley Brigham
Title of Workshop: **How Medical Consumerism Can Lower Health Care Costs**
Sessions: 2 May 11th Thursday, 3:15 - 4:45

Brief Description: This program will review the health care problems and challenges we face nationally and here in New Hampshire. Provide a better understanding on why and when to access care. Introduce the concepts of Medical Consumerism. Provide an overview of the resources available to HealthTrust members through the Slice of Life Program

Presenter: Marie Frank
Title of Workshop: **Rasamay Yoga for all levels**
Sessions: 2 May 11th Thursday, 3:15 - 4:45
Sessions: 4 May 12th Friday, 9:00 - 10:30

Brief Description: Come enjoy deep relaxation and body strengthening from a lying down position to dynamic seated, kneeling and standing postures before moving back down to the bell curve again and into a final relaxation pose. A full body sensory experience will be created utilizing various tools such as music, lighting, readings, and more to inspire your practice. The goal is for you to feel physically and mentally rejuvenated from your yoga class. **Don't be surprised if you fall asleep!** Classes are taught barefoot and you will need a yoga mat and I recommend a water bottle.

Presenter: Adam Minz
Title of Workshop: **Social Media @ ur Workplace**
Sessions: 1 & 2 May 11th Thursday, 1:30 - 3:00
Thursday, 3:15 - 4:45

Brief Description: This interactive discussion explores the blurring of our social and professional worlds due to technology. How do we effectively use social media for personal means and professional purposes yet maintain high standards of professionalism even after we've punched out? In this discussion, we will explore the concept of what good can come of using the internet in the workplace, minding your manners when using it, and concepts around policy development and enforcement

Presenter: Connie Hyslop
Title of Workshop: **Excel Database Lists**
Session: 1 May 11th Thursday, 1:30 - 3:00

Brief Description: Participants will learn how to create and format a mailing list in Excel (using a conference theme). In this session we will create a list of people to invite, include columns for the workshops that people sign up for, the nights they are staying, meals, etc. Excel topics will include formatting a database list, sorting and using the Filter feature

Presenter: Connie Hyslop
Title of Workshop: **Mail Merge from an Excel List**
Session: 2 May 11th Thursday, 3:15 - 4:45

Brief Description: In this workshop, we will demonstrate how to mail merge using an Excel database list. Participants will learn how to use merge to create form letters, mailing labels, envelopes, personalized postcards, name badges and a certificate of completion.

Presenter: [Kristen Pelletier](#)
Title of Workshop: **Google Calendars**
Sessions: 3 May 12th Friday, 9:00 - 10:30

Brief Description: Customize your calendar interface, create, edit and delete appointments, invite others, share calendars with others, import and export calendars, add Birthdays, Weather widget and Holidays. We will go through the settings menus and point out features such as creating a new calendar, Mobile setup, various “labs”, “jump to” date, year calendar and more! We will also talk about tasks, how to create tasks and subtasks, cross off a task once completed, delete or rename a task as well as add notes and a due date. We will also discuss tackling tasks as a team and assigning specific tasks to others.

Presenter: [Kristen Pelletier](#)
Title of Workshop: **Google Forms**
Sessions: 4 May 12th Friday, 10:45am - 12:15pm

Brief Description: With Google Forms, you can create questionnaires, registration forms, online surveys, quizzes, and so much more. Learn how to create forms with many types of questions, check boxes and drop down lists - then share your forms with others. This is similar to the Microsoft Word Tables & Fill In Forms feature – but offers so much more with Google Sharing.

Presenter: [Connie Hyslop](#)
Title of Workshop: **Working with Pictures**
Session: 3 May 12th Friday, 9:00 - 10:30

Brief Description: [Using Photoshop for Digital Images](#) – This session will show how to adjust pictures and prepare them to include in other applications like PowerPoint, Publisher Word or post on a web page. Topics will include controlling the file size, cropping, enhancing with brightness/contrast, touching up pictures using the spot healing brush and show how the clone stamp is used to remove areas from a picture. The presenter will also demonstrate how to use Photoshop layers to edit a picture.

Presenter: [Connie Hyslop](#)
Title of Workshop: **Using Photoshop for Digital Images**
Session: 4 May 12th Friday, 10:45 - 12:15

Brief Description: [Creating PowerPoint Presentations](#) – This session will demonstrate how to create photo slideshows using pictures prepared in Session Three. Participants will learn how to create a presentation, apply a design template, customize the design of a presentation using the slide master, add pictures, slide transitions, animation and add music in the background.

Presenter: [Christine Basha](#)
Title of Workshop: **NH Retirement Summary Presentation**
Sessions: 3 & 4 May 12th Friday, 9:00 - 10:30
Friday, 10:45 - 12:15

Brief Description: NHRS offers retirement education sessions throughout the state to employee and teacher members who are not yet retired. During this general information program, members of all ages and in various stages of their career will be provided with information about NHRS benefits, including an overview of NHRS as a defined benefit plan; service, early, disability, and vested deferred retirement; pre-retirement and post-retirement death benefits; and other important aspects of NHRS retirement benefits. Please note that personalized account information, pension estimates, and information about retiree health insurance is not offered during these sessions.

Presenter: [Michelle Halligan-Foley](#)
Title of Workshop: **Conversations on Culture and Diversity**
Sessions: 3 & 4 May 12th Friday, 9:00 - 10:30
Friday, 10:45 - 12:15

