General Staff

Three Programs

Programs designed for the General Staff are a combination of fostering current positive behaviors, the introduction of new processes, and the endowing of participants with the critical thinking skills that will enable them to follow through on assignments effectively and grow professionally. The goals of these programs will be seamlessly integrated with those of the Senior Staff and Key Managers to support Baruch's initiative for change and excellence in service.

Building Teamwork (1 day)
Learning Objectives:

• How change impacts your daily activities
• How to effectively deal with change
• How to navigate employee resistance to change
• How to apply conflict management styles to positively impact team performance
• How to implement goals and tasks that are part of the Strategic Plan

Service Excellence: From Good to Great! (1 day)
Learning Objectives:

• Recognize the value of identifying your internal customers
• Demonstrate the qualities that will meet internal customers’ needs most effectively
• Learn how to effectively listen to the customer
• Recognize the benefits of managing difficult situations effectively
• Communicate effectively with difficult customers
• Learn to identify and communicate using the ‘Four Basic Behavior Styles in Service’
• Communicate using ‘Principles’ instead of ‘Policies’
• Learn how to help others do their job and achieve goals

Best Practices for Gathering and Interpreting Information and Data (1 day)
Learning Objectives:

• How to identify relevant data/information
• The importance of effective data gathering
• Telling compelling stories with numbers
• Describe methods to gather and summarize data
• How to use tools to analyze data and solve basic business problems