

# PROFESSIONAL LEARNING COMMUNITY (PLC FOR ADMINISTRATIVE ASSISTANTS (FORMERLY NORTH COAST QUALITY COLLABORATIVE!))

## 2016-2017 MEETING SCHEDULE

**November 14, 2016**

### Self Assessment

This session will be devoted to analyzing ourselves. What are our strengths, our weaknesses and our opportunities for growth? We will explore our mental acuity, interests, flexibility, organization, communication, emotional development, assertiveness, motivation and planning.



### Times:

8:30—9:00 AM Registration

9:00—11:30 Program

11:30—1:00 Lunch

**To Register:** Go to [www.esc-cc.org](http://www.esc-cc.org), click on **Professional Development** and then **Calendar of Events**

**Questions:** Please contact Tracy Spies at

216-901-4229 or [tracy.spies@esc-cc.org](mailto:tracy.spies@esc-cc.org)

**March 22, 2017**

### Customer Service

In this final session for the academic year, we will study a customer service book, *Dealing With Difficult People* by Brinkman and Kirschner and look at the 10 types of problem people and how to influence them to adopt a more positive attitude.



**January 17, 2017**

### Personalities in the work place

In this session we will study how each of us responds to events in order to help create the best outcome possible. We will talk about pausing, focusing, being flexible and helping to build our skills beyond our individual talents. We will hear a panel made up of people from various age groups and people from the ESC, parents, business and a university.



**May 2, 2017**

### To Be Determined

These topics will be discussed at each meeting:

Purpose of PLC  
Ground Rules  
In-Basket  
Learning for the Fun of It  
Technology  
Best Practices