April Campus Training Schedule

Thursday, April 3, 2014 - Google Calendar: **Getting things done Taught by Brandon Rasmussen** 3:00 p.m. - 4:00 p.m. in ELC 206

In this training we will use the Google Calendar tools and proven productivity methods to help you feel on top of everything in your life. We will show you how to make "To Do Lists" from Emails and have them show up on your calendar. We will show you how to do busy searches to find the best meeting times for participants. We will also cover ways to send out Meeting invitations, with attached agendas, and show you how to see who has accepted

> Get to your files from anywhere **Taught by Brandon Rasmussen**

We will take the mystery and fear away from Google Drive. You will learn how to share folders and Documents with others. You will see ways to access and upload your documents from any computer, tablet or smart phone. We will also cover Google Forms. Your productivity and calibration is going to be at an alltime high after you learn to use these amazing tools.

Thursday, April 17, 2014 - Service Recovery: When Good People Have Bad Days **Taught By Associate Professor Greg Powell** 3:00-4:30 p.m. in LIB 002

This seminar is about finding the positive potential in negative customer experiences. By dealing compassionately with frustrated or angry customers - both internal or external to SUU - vou can restore their trust and confidence. You can create a relationship that was stronger than before.

