Professional Development Team Minutes
03.02.2022

Meeting Facilitator: Emily Forthman, Executive Director of Human Resources

Roll Call:

	Dir Bus & Wrkfc	X	Evelyn Davis
X	Emily Forthman		
		X	Beth Crowe
X	Felicia Rouse		Tony Gerard
	Dr. Cara Doerr	X	Rob Lucas

The meeting was called to order at 1:04 p.m. The meeting starting with approving the 2-2-22 minutes.

It was discussed that we needed to do some sort of poll to find out what is needed most for each area. Emily stated she could submit a shared document where employees could put their name and any suggested Professional Development that needed to be provided. This would allow the team to see what needs arise from employees.

The committee also discussed customer service training as it's a strategic plan goal. We discussed providing a series featuring different businesses in the area that are known for their good customer service, such as Harrah's Casino and Chic Fil A. Beth will gather some other ideas such as Disney "Be Our Guest" and "The New Gold Standard" by Ritz Carlton. The team is asked to bring ideas to the next meeting of possible customer service training. Emily stated that she felt in order to decide what company/ training we want to go with, we need to think about what we want to improve as far as customer service with our campus. And then we will need to decide how we will evaluate if the improvements are occurring.

We also discussed needing to start discussing the cross-training initiative in the strategic plan. We need to start identifying what positions already cross train within their department so that we can figure out what 10 we want to be the focus.

Emily discussed a conversation with Lindsay Johnson regarding any training that we provide to make sure that she's aware in case it can count as a Community Ed Course.

The meeting was adjourned at 2 p.m.