Professional Development Team Minutes
05.04.2022

Meeting Facilitator: Emily Forthman, Executive Director of Human Resources

Roll Call:

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

The meeting was called to order at 1:10 p.m. The meeting starting with approving the 4-2-22 minutes.

The committee 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. Chic–Fil –A is definitely one we want to try to capture and knowing that Harrah's has already offered their time, we at minimum will utilize those two to review. Freddy Pryor/ Skill Path training was another suggestion for useful Customer Service training options.

Beth discussed the usefulness of a subscription she is part of called "Crucial Conversations". She is going to share with Emily so that the topics that are most beneficial to all employees can be shared from Human Resources.

The team felt it would be beneficial to offer a speaker session on a quarterly basis. It was mentioned that it could help us connect with the community. Another idea was to have a student speak to the staff about their experience at SCC of each area and how they were treated and felt about each step of their journey. Beth is going to get ideas for guest speakers from the Metropolis Community and Lindsay from the Anna area. It was also suggested to use Convocation as one of those times we have a captured audience for an important session or guest speaker.

Another needed area of professional development brought up in the area of Diversity & Inclusion was to utilize the Safe zone Training. In thinking about budgeting, we need to make sure we are utilizing institutional associations that we are already with to combine and use training for other areas that may not be directed in the department of those with the direct membership.
The meeting was adjourned at 2:14 p.m.