

Texas Educational Support Staff Association

Staff Training for Effective Management (STEM) Course Descriptions

Required Courses

Managing Change (6 hrs)	Recognizing and adapting to changes in the educational environment and society; will assist participants toward personal and professional growth.
Effective Office Practices (6 hrs)	Participants learn and review essential office techniques including composition and mechanics of written communications, postal regulations, and office management.
Basic Communication (6 hrs)	An overview of communication includes a survey of the communication process of verbal and non-verbal skills within the professional context.
Interpersonal Communication (6 hrs)	Participants are taught an awareness of the listening process, as well as identification and utilization of appropriate levels of response to the messages of others.
Profile for Success (formerly Effective Communication in Organizations) (6 hrs)	Communication styles are analyzed and skills are developed for better communication in the educational setting. Participants will also complete a Personal Profile.
Professional Growth Plan (3 hrs)	A three-hour session on goal setting. Participants develop personal plans of action for specific goals.

Other STEM Courses **3-hour courses**

Assertiveness Training	Establishes the difference between assertive and aggressive behaviors. By discussion and role-play, participants are taught to use their abilities and self-image to protect their rights and the rights of others in a positive manner.
Customer Service	Using communication to impact a perception. In no other business do you have the range of communication that the education field provides. This class is about creating positive perceptions with internal and well external customers.
Dialogue of Diversity	An examination of stereotypes and prejudices regarding culture, ethnicity, and gender. Participants learn to appreciate the difference and deal effectively with all individuals.

Leadership Training & Team Building	Discussion of leadership qualities, the relationship between personality types and leadership styles, and communication and goal setting as they relate to leadership.
Professional Image	Creating and maintaining a professional image is discussed. Workshop includes public relations, time management, attitude, communication and dress.
Rules for Spelling/Proofreading	Review basic spelling rules and corrects word usage. Learn techniques of a successful proofreader.
Stress Management	Review of causes of stress in daily life and discussion of methods for adjusting attitudes and/or environment for less stressful life.
Telephone Skills	Covers the evolution of the phone, how that evolution affects the manner in which we answer the phone. Techniques to use with different types of callers, and how to take accurate messages. How to be a good listener and different approaches to handling a calling list.
Time Management	Timesaving techniques and a guide to better utilization of time.

6-hour courses

Agenda for Personal & Organizational Improvement	Emphasis is on improving productivity for the organization and the individual. Personal and institutional development methods for improved productivity are explored.
Business Grammar/Letter Writing	An in-depth review of business grammar and techniques of business letter writing.
Conflict Management	Participants develop techniques for problem-solving and communication skills for managing conflict.

Revised: 11/2005