

CyberBreak

July 7, 2007

RSVP TODAY FOR THE NEXT STAFF PROFESSIONAL DEVELOPMENT WORKSHOP!



Getting the Most Out of MS OFFICE (Word and Access)

July 14, 2006

9 AM – 12:30 PM OR 1 PM – 4:30 PM

To RSVP email Marcie Canal at mcanal@swlaw.edu no later than Wednesday, July 12th.

I'm a great believer in luck and I find the harder I work, the more I have of it.

- Thomas Jefferson

Six Keys to Effective Listening:

➤ Tune in

Make eye contact and stay focused on the speaker. Verbally acknowledge that you are listening and understand what the speaker is saying.

➤ Ask for an overview statement

If your time is limited, clarify what you want discussed during your conversation but don't take over the interaction, let the speaker make her point too.

➤ Take notes

Taking notes helps your brain slow down and process the information. In addition, you will be able to refer back to your notes and remember what action you need to take.

➤ Notice the speaker's delivery style

The speaker's body language and tone will influence how you listen. If the speaker seems like he is in a rush, ask if this is a bad time.

➤ Repeat

Repeat the message or actions to be taken in your own words to ensure you and the speaker are on the same page.

➤ Take time

Take a moment, breathe, before you respond to a question and process the information in your mind. If necessary, it is appropriate to repeat the question for clarity and then answer.



Handle criticism without EXCUSES – the AAA Formula:

Admit the mistake: "You're right, I was wrong"

Apologize: "I am sorry."

Accept Responsibility: Tell them what you are going to do about your mistake or ask what needs to be done to correct the problem.



GET YOUR MONEY...

An ATM machine has been installed in the basement of the Westmoreland building.

Feedback: Have ideas, suggestions, comments or contributions for future editions of CyberBreak? Please email them to mcanal@swlaw.edu.

