CyberBreak

June 22, 2007

Survival Skills Training

July 13, 2007 / 10 AM – 2 PM

This training will provide information for responding to emergencies. You will learn useful information including how to perform first aid, triage, evacuate after an earthquake or other major disaster and how you can be prepared for a variety of emergency situations.

To RSVP for this training, email Marcie Canal at mcanal@swlaw.edu by July 6th.

Check it out!

Check out the newest edition to the Personnel Library, located in Administrative Service: Do It Right! The New Book of Business Etiquette, by Valerie Sokolosky. It offers useful tips about business etiquette pertaining to communication, technology, meetings, letters, visitors, and much more.

Below are some tips from on how to *Handle Complaints with Class:*

- Listen and let the person talk. Don't interrupt.
- If you have the capability, be of help.
- If you can't handle the issue, transfer the call or direct the person to someone who can.
- Never be offensive, rude or raise your voice.
- Tell the person what you CAN do, and do it promptly.

If you make the obvious effort to be accommodating, sympathetic and kind, business will transpire…and goals will be realized.

- Letitia Baldridge

GAME TIME!

Take your break and visit the game area on the lower lobby of the BW building. You can play some foosball, ping pong, pool or air hockey. All games are free and all the game tools may be checked out with your Southwestern ID card in the Fitness Center.

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