Administrative Leadership Council
February 19, 2020

I. Department meeting with Chancellor Boyce
   - **Higher Education**
     - Date: February 26, 2020
     - Time: 4:00 – 5:00
     - Location: Student Union 323
   - **Leadership and Counselor Education and Dean’s Office**
     - Date: April 21, 2020
     - Time: 10:00 – 11:00
     - Location: Ford Center Studio Theatre
   - **Teacher Education, Willie Price, and CMSE**
     - Date: April 22, 2020
     - Time: 2:00 – 3:00
     - Location: Bishop Hall 209

II. Recruitment Update – Jacob Ferguson
   - February 21, 2020: Admitted Student’s Day
   - April 18, 2020: Mississippi Day

III. Search Update: open search for Network Administrator; TE and LCE are finalizing search and making offers soon.

IV. Professional Development opportunity for staff (handout)
   - “How to Deliver Exceptional Customer Service”
   - March 18, 2020
   - $99 for six-hour course + materials

V. Reminders
   A. Teacher Education and Higher Education property state audit
   B. Course fee request reminder
     - Required for budget planning for next academic year
     - Submit course fee request for the full academic year (Fall 2020 – Summer 2021)
     - Send to Kelli before March 6

VI. Upcoming meetings/events
   - February 28, 2020: FIRST Tech Challenge Robotics Championship dinner
   - February 29, 2020: FIRST Tech Challenge Robotics Championship
   - April 1 – 4, 2020: Carnegie Foundation Summit 2020, San Francisco

VII. Fall/Spring Administrative Leadership Council Meeting Dates:
    March 25, 2020
    April 29, 2020
Hello all,
We continue to receive requests for more customer service training programs and we hear of our employees traveling to Jackson or Memphis for such training.

We are proud to partner with PRYOR Learning | Fred Pryor Seminars | CAREERTRACK to offer a full day customer service training experience for our employees. Your department saves on travel time and travel expenses. Encourage your staff to join us on Wednesday, March 18th.

Since Fred Pryor pioneered the one-day seminar in 1970, Pryor has helped 11+ million learners and 300,000+ businesses achieve meaningful and lasting success.

Every person, even those you may not think of as customer service personnel, has the ability to make a positive impact on customer relations.

This seminar will help train your staff not only to head off problems, but also to rise to a level of service excellence.

Key learning points...
- Make your customers feel important and appreciated
- Remain calm in the most demanding situations
- Transform complaints into valuable customer feedback
- Say “no” and be firm without antagonism
- Conquer the frustrations of customer contact
- Win over angry and abusive customers
- Reduce stress and turnover
- Achieve goals and keep customer goodwill
- Ensure that customers are treated courteously and fairly — by everyone in your organization
- Use convincing expressions and actions that earn customer trust
- Become a master in the art of listening
- Understand customers who communicate poorly
- Be successful with the most difficult-to-deal-with people
- Stay calm and keep even the most volatile customers from losing control
- Gain the customer’s support for unpopular policies

Register at https://olemiss.edu/hrtraining
$99/Six hour course and course materials. Registration requires a cost center number.
Register by Friday, 2/21 to ensure the class will meet the minimum number of participants required.

Email hr@olemiss.edu with questions regarding the program and/or registration.

Best,
Andrea

Andrea Jekabsons
Associate Director of Human Resources
VC for Administration & Finance
Human Resources
The University of Mississippi
Jackson Avenue Center-Central, 1111 Jackson Avenue West
Oxford, MS 38655
- P.O. Box 1848
University, MS 38677
O: +1-6629151530
andreamj@olemiss.edu | www.olemiss.edu