

Reception Training

Title: **Conflict Resolutions**
Date: January 27, 2018
At: ALIB Health Dept. Boardroom
Time: 9:00 am—3:30 pm
Instructor—Okanagan College
Who: For staff & on call staff & Membership

Managing Conflict (6 hours)

Conflict arises in all workplaces and how we respond and deal with the conflict will define the result. This course will allow you to see the connections between responses and actions and then identify shifts you can make to build better relationships. Strategies for dealing with difficult people, having difficult conversations and providing meaningful feedback will be provided.

Jan 27 – 9 am – 3:30 pm

Title: **Office Procedures**
Date: February 17 & 24, 2018
At: ALIB Health Dept. Boardroom
Time: 9:00 am—3:30 pm
Instructor—Okanagan College
Who: For staff & on call staff & Membership

Basic Office Procedures (12 hours)

This course will teach the student basic office procedures including records management (filing), organizational skills, effective telephone techniques, meeting preparation and minutes, postal services and receptionist skills. Feb 17 & 24, 9 am – 3:30 pm

To register—Contact Diane Anthony @ danthony@alib.ca
At ALIB Education Dept. by January 19, 2018 or 250-679-8841 Ext. 2239