

SDTA Office Professionals Workshop 2023 – SESSION 1

August 28 - 29, 2023

Highland Conference Center, Mitchell, SD

Session One – August 28-29, 2023

Monday, August 28

- 1:30 pm Welcome – Kara Semmler
- 1:45 – 2:15 pm **Hot Topics at the FCC – and How They Could Impact Us** Vantage Point.
- 2:15 – 2:45 pm **Streaming TV** – As companies move towards a streaming product, customers' needs change. In this session, we will learn about various streaming options, how customers are impacted and how we can better help customers through challenges. Innovative Systems.
- 2:45 – 3:15 pm **Wellness** – We all can better care for our families and perform better at work when we make the time to take care of ourselves. Learn about the importance of self-care and support options available through the NTCA benefits program. Patsy Schoellerman, NTCA Member Relations Manager.
- 15 Minute Break
- 3:30 – 4:00 pm **What's New and Exciting with ACP and Lifeline?** Join us for this session and walk away with a better understanding of the Affordable Connectivity Program (ACP) and Lifeline benefits - the differences, the similarities, how to qualify subscribers so they can receive these benefits, how to file for reimbursement of benefits, regulatory reporting requirements and a general knowledge of what to expect when offering this benefit. Renee Knoop, Consortia Consulting.
- 4:00 – 5:00 pm **Customer Service – Vision, Energy, and Passion to Serve**
This high energy workshop helps you make your customers part of your service culture. Become a more flexible and inspirational communicator able to engage customers and to deliver world class customer care with energy and commitment. Understand customer psychology, rapport building, and adapting your communication style for more positive customer interactions. Connie Schroeder, Complete Career Center, Mitchell, SD.
- 5:00 – 7:00 pm **Networking Social** – Join us at Blarney's Sports Bar and Grill (2100 Highland Way, Mitchell, SD) for drinks and appetizers before you head out for dinner (on your own).

Tuesday, August 29

8:00 – 8:30 am Breakfast (provided)

8:30 – 11:45 am **Mike Henke, MHI Consulting.**

- Positive Workplace: How to promote your company direction, help others overcome obstacles, and coach negative employees and those who are resistant to change. Hear strategies for how we can best lead a positive environment while running a tight ship!
- Total Experience: This fast-paced session explains how customer expectations have risen, how we can customize our service since all customers are not the same and to ask “What is in it for me?” as an employee.

11:45 am – 12:30 pm Lunch (provided).

12:30 – 1:00 pm Round Table Exercise.

1:00 – 2:00 pm **Granting Grace: A People Pleaser's Guide to Uncommon Success in Any Field**
Lisa Parry will lead us in a discussion where we look at the impact this prevalent personality trait has on the pleasers themselves and on those with whom they interact. We'll explore ways we can leverage our instincts through a series of empowering mindsets, moves, and messages.

Conference Concludes – Thank You for Attending!

SDTA Office Professionals Workshop 2023 – SESSION 2

August 30-31, 2023

Highland Conference Center, Mitchell, SD

Session Two – August 30-31, 2023

Wednesday, August 30

10:00 a.m. Welcome – Kara Semmler

10:15 – 11:45 am **Mike Henke, MHI Consulting.**

- Positive Workplace: How to promote your company direction, help others overcome obstacles, and coach negative employees and those who are resistant to change. Hear strategies for how we can best lead a positive environment, while running a tight ship!

11:45 am – 12:45 pm Lunch (provided).

12:45 – 2:15 pm **Mike Henke, MHI Consulting.**

- Total Experience: This fast-paced session explains how customer expectations have risen, how we can customize our service since all customers are not the same and to ask “What is in it for me?” as an employee.

15 Minute Break

2:30 – 3:00 pm **Hot Topics at the FCC – and How They Could Impact Us Vantage Point.**

3:00 – 3:30 pm **Streaming TV** – As companies move towards a streaming product the customers’ needs change. In this session, we will learn about various streaming options, how customers are impacted and how we can better help customers through challenges. Innovative Systems.

15 Minute Break

3:45 – 4:15 pm Round Table Exercise

4:15 – 4:45 pm **Wellness** – We all can better care for our families and perform better at work when we make the time to take care of ourselves. Learn about the importance of self-care and support options available through the NTCA benefits program. Patsy Schoellerman, NTCA Member Relations Manager.

5:00 – 7:00 pm **Networking Social** – Join us at Blarney’s Sports Bar and Grill (2100 Highland Way, Mitchell, SD) for drinks and appetizers before you head out for dinner (on your own).

Thursday, August 31

8:00 – 8:30 am Breakfast (provided)

8:30 – 9:00 am **What's New and Exciting with ACP and Lifeline?** Join us for this session and walk away with a better understanding of the Affordable Connectivity Program (ACP) and Lifeline benefits - the differences, the similarities, how to qualify subscribers so they can receive these benefits, how to file for reimbursement of benefits, regulatory reporting requirements and a general knowledge of what to expect when offering this benefit. Renee Knoop, Consortia Consulting.

9:00 – 10:00 am **Customer Service - Vision, Energy, and Passion to Serve**
This high energy workshop helps you make your customers part of your service culture. Become a more flexible and inspirational communicator able to engage customers and to deliver world class customer care with energy and commitment. Understand customer psychology, rapport building, and adapting your communication style for more positive customer interactions. Connie Schroeder, Complete Career Center, Mitchell, SD.

15 Minute Break

10:15 – 11:15 am **Granting Grace: A People Pleaser's Guide to Uncommon Success in Any Field**
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Conference Concludes – Thank You for Attending!