Creating Job-Aids & How-to Manuals
Ways to work smarter and more efficiently are covered in this interactive workshop. Tools, best practices and tips are presented.

Crucial Conversation Workshop
A two-day intensive workshop helps employees to get the results they want by learning key skills for both sides of the dialogue dynamic.

Customer Service at William & Mary
Customer service in an institute of higher education is much different than in business and industry. In this session, we discuss best practices, strategies, and techniques for achieving great service for our students, parents, donors, and colleagues.

Strengths Finder
Improve your strengths instead of concentrating on your weaknesses! The workshop and accompanying assessment allow you to discover and further develop your top five strengths.

Myers-Briggs Type Indicator (MBTI) Workshop
Based on Carl Jung’s theory but taken much further by Katherine Briggs and Isabel Myers, this workshop explores a person’s basic personality preferences on four bi-polar scales. The result is one of 16 different types. Come learn what yours is!

SPARK Leadership Series Presentations
Once a semester, a major presentation on a leadership topic is offered on campus. Past presentations have included: the Disney Institute, Building Highly Effective Teams, Influencers, Creativity & Innovation, Crucial Conversations and Crucial Accountability.

Supervisors Institute
Current supervisors are given time to practice and further develop the key competencies necessary for being a successful supervisor. It is a highly intensive program, lasting 20 plus hours. Supervisors must apply and be accepted into the institute.

TED Talk Tuesdays
TED talks are videos of the world’s best and brightest thinkers. Once a month, a designated person will select a TED talk. Participants will view the video together and then the person will facilitate a discussion about the concepts presented in the video.

For More Information
Read the W&M Digest for program dates and registration information!