
School Age Fall Workshop

Saturday, November 6, 2010 ~ 9:00 am – 12:30 pm

Skokie Park District, Oakton Community Center, 4701 Oakton St., Skokie, IL 60076

REGISTRATION DEADLINE: October 29, 2010

REGISTRATION FEES: IPRA Member = \$12; Non-Member = \$18

Presented by: Recreation Section, School Age Committee

Questions? Contact Stacey Fedyski at 630/262-2210 or sfedyski@genevaparks.com

This workshop will help strengthen communication and teamwork between staff. It will also educate front line staff on the importance of customer service in their job and how to handle difficult situations that may arise.

Learning Outcomes: Participants will: (1) be able to implement teambuilding activities to help participants develop teamwork, communication and how to take the initiative; (2) understand the importance of customer service and how to interact and handle different situations they may encounter.

Speakers:

Mike Terson, Public Relations and Marketing Manager, Buffalo Grove Park District

Mike has been the public relations and marketing manager at the Buffalo Grove Park District for the past six years. In that role, he provides customer service to administrators, staff, residents, the media and corporate sponsors.

Lynda Blacker, Challenge Program Coordinator, Northbrook Park District

Lynda has 20 years experience working with all ages through the public schools, camps, retreat centers, scouting and several Chicago land park districts. She has been working in the challenge programs industry for the last ten years.

In order to provide efficient services to our members, online registration is available for all programs and services. You may register with Visa or MasterCard **at www.ipraonline.com**. If you do not know your login or password or experience any problems with logging in, please send an e-mail to sheila@ilipra.org or call 630/376-1911 x208 for assistance.

CANCELLATION POLICY: Cancellations must be submitted in writing and received one week prior to the workshop in order to receive a refund less a service charge of \$10. No refunds will be granted for cancellations received within one week of the workshop. Substitutions are permitted.

Registration is available online at www.ipraonline.com.
Save time, paper and money.