Speaking Up Without Freaking Out!
**Wed., April 23; 1:15 – 2:15 PM**  
Admin Conference Room 109

This workshop, facilitated by Matt Abrahams of the Speech Communications Department, is designed to help those who want to feel more confident when presenting. Through brief lectures and hands-on practice, participants will discover specific anxiety management techniques they can use to reduce their speaking anxiety.

I Have A Customer Who . . .
**Fri., May 9; 9:00 AM – 2:00 PM**  
MLC-246, Staff Development

A repeat of our Winter Quarter workshop, this activity is designed to give an overview of Emotional Intelligence, and develop ways to foster EI in yourself, and use on the job. In this two-part workshop, facilitated by Jackie Reza, you will take an inventory to assess your strengths and areas for growth. Then you will create examples of customers who have triggered a strong emotional response and develop strategies to address similar situations, as they may occur again in the future.

A light lunch is provided.

How to Deploy the Stryker Emergency Evacuation Chairs
**Thu., April 24; 2:00 – 3:00 PM**  
MLC-246, Staff Development

Stryker Evacuation Chairs are placed in several De Anza buildings. This device enables first responders (that could be you or me) to quickly move a wheelchair-bound person to safety from multi-story buildings in urgent situations where use of the elevators is unsafe! Join Mary Sullivan and learn how to assist our students and employees in case of emergency evacuations!

QPR: (Question, Persuade, Refer) Suicide Prevention Gatekeeper Training
**Fri., May 2; 1:00 – 3:00 PM**  
MLC-270

Like CPR or the Heimlich Maneuver, QPR may save a life. Learn the warning signs of suicide and how to ask the “Suicide” question. Acquire skills and knowledge to persuade someone to get help and refer the person to the appropriate resource. Practice skills in a supportive environment today and earn your QPR Suicide Prevention Gatekeeper Certification. Melanie Hale, Foothill Counselor, Psychological Services.

To Register for any of these workshops, please e-mail Mary Kay Englen at [staffdevelopment@fhda.edu]