

Vol. 171, No. 172 November 21, 1991

## LANGARA JOINS NEW PHONE SYSTEM

The changeover to the new system at VCC will be complete on November 25, 1991, when Langara comes on stream. Employees at City Centre and KEC need only dial the final four numbers of the Langara number they had previously used.

All numbers will stay the same at Langara except for the following new fax numbers:

Switchboard	324-5555
IMS	324-5577
Library (basement)	324-5512
Library (3rd floor)	324-5544

VCC President John Cruickshank can be reached by phone at 5311 when he is on campus at Langara.

## Pam Ottridge

PRESIDENT'S RECEPTION
FRIDAY, NOVEMBER 22, 1991
2:00 P.M. - 4:00 P.M.
IN FACULTY LOUNGE
ALL FACULTY,
ADMINISTRATION AND STAFF
WELCOME!!!

## SAC EMPTY STOCKING FUND

As you know there are a lot of students on campus who are experiencing financial difficulties. The SAC has put \$1,000 into an empty stocking fund to buy toys for needy parents on campus. Is it possible for you to help us? We would like to be able to buy quality toys for them. If you would like to help. we would appreciate a donation of either money to purchase a toy, or of a toy. In addition, if the toy could be wrapped and labelled to indicate boy/girl and appropriate age group, this would be even more helpful. Contributions may be dropped off at the SAC office or better yet phone us at local 7336 and we will come and pick them up. We need your support.

**Student Action Council** 

## ATTENTION ALL INSTRUCTORS

The Music Department is preparing tapes of instrumental Christmas music for your students to practice Christmas carols. Please call Brigitte Kirmis at local 7301 after Friday, November 22 if you would like a copy of the tape and song sheets.

7 7

**Music Department** 



## 66 2/3% IS NOT OKAY...

In last week's <u>King Edward Times</u>, I mentioned that Nancy Barr and Anne Parsons are coauthors of <u>Prefixes... a resource book</u> and <u>Roots... a resource book</u>. Trust me not to complete the job. They also were co-authors of <u>Suffixes... a resource book</u>. Once again, congratulations.

Malcolm Cant

## B.C. TEAL

B.C. TEAL (The Association of Teachers of English as an Additional Language) is hosting an international conference for approximately 7,000 ESL teachers in Vancouver next March. One of the events will be a World Affiliate Silent Auction to raise money for professional development in ESL. If you have anything to donate, such as handicrafts, jewelry, paintings, sculptures, gift certificates (for restaurants, shops, etc.), or if you know of anyone who can give us any support, please submit a 25-word description of the item, stating an approximate value, to Christine Pearson, ELS Department or call local 7230. Tax receipts are available upon request. Thanks for your help.

**Christine Pearson** 

## KEC COMMITTEE FOR INNOVATION MEETING

You are invited to a meeting of the KEC Committee for Innovations:

Wednesday, December 04, 1991, 9:30 a.m. in Room 4043.

"The KEC Committee for Innovation is an ad hoc group of KEC people who enjoy discussing and learning about creativity, innovation, how our brain functions, and how to maximize our potential as human beings." Everyone is welcome.

Joyce Jarrett

## V C C C O M M I T T E E O N HARASSMENT UPDATE

As you may be aware, VCC has an harassment policy covering students, staff, faculty and administrators. This policy was issued on November 13, 1990. The Committee on Harassment has been meeting regularly over the past year in an attempt to approve a set of procedures to deal with harassment cases arising on VCC campuses. The Committee has also been lobbying long and hard to secure a position for an Harassment Advisor. I am happy to report that at a recent meeting Ross Carter announced that \$30,000 would be available to hire an Harassment Advisor. At the same meeting, the Committee approved, in principle, a set of procedures to deal with reported incidences of harassment. Should you wish to know more about the policy, procedures and/or the Harassment Advisor position, please feel free to contact one of the KEC committee members: Barbara Ash, Mel Felker, Christine Lee or Vanita Puri.

Barbara Ash/Mel Felker

## FROM THE RECEIVER

Did you order a 1991 Coquitlam, Maple Ridge, New Westminster, Port Moody Yellow Pages? If so, please call Receiving, local 7399.

## **COMING EVENTS**

- November 25 Peter Lear Slide Presentation
- November 26 Lower Mainland
  Multicultural Education
  Project
- November 28 HRD Workshop The Working Game for Women

Ross Carter Retirement Party

- December 03 HRD Workshop
  Customer Relations
- December 05 Christmas Tree Celebration
- December 06 ICSC Workshop Multimedia

Music Department Christmas Choral Concert at Christ Church Cathedral

- Dec. 9-12 HRD Workshop Management Skills for
  Supervisors, Part III
- Dec. 17-18 HRD Workshop Introduction to WordPerfect 5.1
- December 19 Christmas Concert and Party

HRD Workshop - Moving from WordPerfect 5.0 to 5.1

## NEW YORK TIMES BOOK CLUB

Our next meeting will be on Friday, November 29 from 12:00 - 1:30 p.m. We will discuss the work of the new Nobel Prize winner Nadine Gordimer. There are several articles on Gordimer on the bulletin board across from Room 3217. Anyone who would like to discuss Gordimer's writing or listen to the discussion, please join us for lunch. Notify Carol Mercier, local 7019 by November 27.

Joan Rike

## Christmas Photos

Still time for custom cards!

Call Dennis Ralston
A & D Photo
875-1944

Home sessions - \$25.00 first hour

## ABE 1992 SPRING SCHEDULES

Schedules will be available on Monday, November 25, at the Admissions counter. Time slips, for College Foundations Registrations, will also be available at that time.

## YOU ARE INVITED TO ...

A reception to honour Betty Larkin on her retirement on Tuesday, November 26, 1991, 3:00 - 4:30 p.m., Room 5025, KEC. All are welcome.

## HOURS OF OPERATION

The Assessment Centre hours of operation on December 23, 1991, will be from 9:00 a.m. to 4:00 p.m. rather than the normal hours of 12:00 p.m. to 7:00 p.m.

Barbara Breen

## CHRISTMAS AT KEC

Christmas is now only 34 days away! We remind you of the following dates:

December 5 Christmas Tree Celebration.

12:00 noon
7:00 p.m.

Carol Singing around the tree
Candlelight celebration - Carol
Singing

December 10 Christmas Bake and Crafts Sale (Proceeds to Food Bank)

December 19

3:00 p.m. Concert 3:30 p.m. Christmas Party LAST YEAR we instituted a Department Gift Exchange, which provided great fun at the Christmas Party. This year our ad hoc Christmas Planning group voted for it to take place again. So, the rules will be the same i.e. gifts may be purchased (limit \$10), or a product of your department creativity. A touch of humour is a bonus. Department names will again be put into a draw to take place AFTER the noon Christmas Tree celebration and Carol Singing on December 5, 1991. The draw results will be published in the next edition of the KEC Times. Gifts will be exchanged by department heads or delegates at the party on December Unless we hear from you that your department prefers not to participate, we will include you in the draw. Have fun!



THIS YEAR the Christmas Planning Group has come up with a few new "traditions".

- An inter-departmental decorating competition. You are asked to let those creative juices flow, decorate with imagination, flair, humour, or even holly and ivy, to create a festive atmosphere in your area. We would like the decorations to be in place by Thursday, December 5th ready for judging on the 6th. Judging will be on the basis of the following criteria:

originality creativity seasonality

There will be a prize for the winning department.

- Concert - this year we are asking all

departments to come up with an act of some sort (5 min. max.) - skit, music, poem, dramatic reading, etc. Jean MacLeod is the concert coordinator. Please contact her if you have any questions, Local 7287.

- <u>Xmas cards</u> - we produced heart shaped valentine cards for Valentine's Day this year so that everyone could celebrate "special" people on campus. Similarly, we plan to make Xmas cards readily available for anyone on campus to send to friends and colleagues who "make the difference" and deserve recognition within the College.

## LIBRARY NEWS

## New Titles Available

Literacy in British Columbia and the Yukon Turning the World Upside Down

Holy Wars: The Rise of Islamic Fundamentalism

Housing the Homeless and Poor: New Partnerships Among Private, Public and Third Sectors

Financial Post GST Handbook

Glancing Back: Reflections and Anecdotes on Vancouver Public Schools

Inventory of English Language Training for Non-Native Speakers of English

The Second Season of Jonas Macpherson Take Charge: A Strategic Guide for Blind Job Seekers

Alumni Research: Methods and Applications Applying Statistics in Institutional Research

Conducting Interinstitutional Comparisons

**Developing Occupational Programs** 

Enhancing Information Use in Decision-Making

Entangling Alliances: How the Third World Shapes our Lives

Higher Than Hope: An Authorized Biography of Nelson Mandela

Improving Teaching and Learning Through Research

Managing Faculty Resources

At Home Among Strangers: Exploring the Deaf Community in the USA

On Her Own: Growing Up in the Shadow of the American Dream

Providing Services for People with Vision Loss Studying the Impact of Student Aid on Institutions

Teaching Developmental Education

Terminating Life: Conflicting Values in Health Care

Ultimate Sports Nutrition: A Scientific Approach to Peak Athletic Performance

## More UBC Blues

In addition to the Sunday reference service cuts announced in the October, 1991 KEC Times, please note that no reference service (in person or by phone) will be available Sundays at the Main Library.

Also, for instructors who are UBC students, it is expected that you select UBC materials from UBC yourself, rather than relying on the interlibrary loan service.

Mark Goertz

## THOUGHTS FOR THE WEEK...

Loftus' Fifth Law of Management... Some people manage by the book, even though they don't know who wrote the book or even what book.

Ducharme's Precept... Opportunity always knocks at the least opportune moment.

The following submission needs no further explanation:

## Me Llora

mi corazón llora como un río por mi patria amada; que por siempre sufriendo de calamidades multitudes: de tormentas fuertes y terremoto terriblemente.

mi corazón llora como un río de situacion desesperadas de la gente, que siempre espera bien tiempo que nunca viene.

mi corazón llora como un río por los niños abandonados, por los niños que tienen hambre y 'que viven la vida sin esperanza.

muchas veces pienso...
las palabras de Santa Teresa
... "nada te turbe.
todo se pasa. ...
si, todo se pasa --- pero cuando?...
when?

me llora como un río.

## I Cry

my heart cries like a river for my beloved native country; which is forever suffering from multitudinous calamities: from devastating typhoons and terrible earthquakes.

my heart cries like a river for desperate situations of the people, who forever hope for better times that never come.

my heart cries like a river for the abandoned children for the children who are hungry and live a life without hope.

many times have I pondered...
St. Teresa's words:
... "let nothing disturb thee.
all things are passing."
yes, all things are passing... but

my heart cries.

por: Espie Aquino Library Vancouver Community College
Department of Music
presents
Christmas Choral Concert
December 6, 1991 at 8pm

Christ Church Cathedral 690 Burrard Street Vancouver, B.C.

General Admission \$6.00 Students/ Seniors \$4.00

**IMPORTANT NEWS FLASH!** 

THE RETIREMENT PARTY

**FOR** 

**ROSS CARTER** 

HAS BEEN RESCHEDULED...

It will now take place
THURSDAY NOVEMBER 28TH
3:00 PM to 5:30 PM

The Faculty Lounge K.E.C.

(...instead of one week earlier)

DON'T MISS IT!

## Employees of

## VANCOUVER COMMUNITY COLLEGE KING EDWARD CAMPUS

CONTINUING EDUCATION

CENTRAL ADMINISTRATION

Many thanks for your contributions to the 1991 United Way campaign. Through your generosity, over 500,000 individuals in the Lower Mainland will benefit directly from the services we provide.

Donors can be confident United Way's citizen review process will allocate their contribution to the Lower Mainland's most pressing needs. Through its research, agency relations, and community problem solving activities, United Way continually looks at emerging community needs. The bottom line is that one out of every three persons in our community will receive some form of assistance from one of the United Way agencies.

On behalf of our member agencies, affiliates and the Red Cross, thank you again for your gift to the 1991 United Way campaign.

Yours sincerely,

Leslie Banno

assanno

Loaned Representative

Sandra North

Domoha hos

Chairperson, United Way

"To promote the organized capacity to care for one another"



1625 West 8th Avenue Vancouver, B.C. V6J 1T9 Telephone (604) 731-7781 Fax (604) 731-0631

### 1991 CAMPAIGN CABINET

Campaign Chair George F. Gaffney, Royal Bank of Canada

Past Campaign Chair R.J. (Dick) Meyers, The Dominion Company

1992 Campaign Chair M.J. (Mike) O'Connor, BC Transit

Committee Chairs
Brian G. Follett,
VRH Communications Ltd.
Joan Harrison,
Peat Marwick Stevenson & Kellogg
Bashir Jaffer,
Kassim-Lakha Abdulla & Co.
Paul J. McElligott,
BC Rail Ltd.
Angela Schira,
B.C. Federation of Labour

Division Chairs Bruce C. Bell, Russell & DuMoulin R.G. (Bert) Boyd, Vancouver General Hospital Robert W. Collier, Corporation of Delta Dr. Glen Farrell, Open Learning Agency Dennis Finnegan, Xerox Canada Ltd. David Galloway, MicroAge Computer Stores Gerry M. Gartner, Royal Bank of Canada Bruce M. Jones, Royal Bank of Canada John D.L. Mackay Gil Martin, Langley YMCA-YWCA Wm. W. (Bill) Samler Province of British Columbia

President Shamin Lalani

Executive Director Gary McCarthy

Director of Development Shannon von Kaldenberg



## ICSC COMPUTING CORNER

## **Backnumbers of Computing Corner**

## *Q*:

Where may I obtain a back number of the Computing Corner page from the KEC Times?

## A:

A copy of each Computing Corner page is placed in a binder and stored on the centre table in the Instructional Computing Support Centre..A list of the contents of this binder up to October 31 is found below.

Copies may be made of any page in this binder by arrangement with Richard Haan, Instructional Assistant in the ICSC.

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## MultiMedia Video

If you would like to find out what multimedia is all about, you will be interested in a short video tape entitled ULYSSES which can be borrowed from the ICSC. This excellent video vividly illustrates the teaching potential of multimedia. In the video, an English teacher uses a computer and a laser video disc to make the poem ULYSSES, by Lord Tennyson, come more alive for his students. Arrangements to borrow this video tape may be made by calling Richard Haan in the ICSC, at Local 7218

## **Authoring Tools**

Have you ever considered writing your own software? If so, you will be interested in the summary of a discussion on authoring tools which can be found on the bulletin board in the ICSC

## Correction

Some Hallow'Een gremlins crept into the October 31st Computing Corner. In the instructions for converting an MS Word file to a Wordperfect file, the words Revisable Text Format (RTF) should have read

Page Layout in Pagemaker
Questions to Anne McElroy Loc 7382

# THE LEARNING CENTRE SCHEDULE FOR ESL/HUMANITIES WORKSHOPS NOVEMBER

				25		T.				18								11	
		Room 3077 Michael Daniel	Oral Composition 14:30 - 15:30	Beginners' Conversation				Michael Daniel	14:30 - 15:30 Room 3077	Beginners' Conversation Oral Composition					Holiday				MONDAY
				8						19								12	
Lee Henderson	Begivner News 14:30 - 15:30	Karen-Jane Hills	11:00 - 12:00 Room 3125	CBC News (UI & UP)								Lee Henderson	Room 3077	14:30 - 15:30	Beginner News	Karen-Jane Hills	11:00 - 12:00 Room 3125	CBC News (UI & UP)	TUESDAY
				27	,					8								13	
Room 3077  Raren-Jane Hills	Caradiana	Room 3077 Michael Daniel	Oral Composition 14:30 - 15:30	Intermediate Conversation							PLAN CITY CARY, ALIAN	Room 3011	11:00 - 12:00	Canadiana	Michael Daviel	Room 3077	Oral Composition 14:30 - 15:30	Intermediate Conversation	WEDNESDAY
				28														14	
Lee Henderson	Beginner News 14:30 - 15:30	Karen-Jane Hills	11:00 - 12:00 Room 3125	CBC News (UI & UP)								Lee Henderson	Room 3077	14:30 - 15:30	Beginner News	Karen-Jane Hills	11:00 - 12:00 Room 3125	CBC News (UI & UP)	THURSDAY
Room 3077 Karen-Jane Hills	CBC News	Room 3077 Michael Daniel	Oral Composition 14:30 - 15:30	29 Advanced Conversation	Sony Lab Room 3173 Lee Henderson	Vowels: bean/bin/bane/ben/ban 14:30 - 15:30	How to Improve your Pronunciation				Sony Lab Room 3173 Lee Henderson	14:30 - 15:30		How to Improve your Pronunciation					FRIDAY

## Computer User's Group at KEC

Would you like to meet with other computer users to:

Find answers

Ask questions

Exchange ideas

**Discuss problems** 

**Share information?** 

If the answer was Yes to any of these questions, then complete the coupon below and return to AnneMcElroy

## Computer User's Group

Name:	
Dept	Local
Preferred Days	
Preferred Times	

# MULTIMEDIA

# Using Video Discs in the Classroom Demonstration

Discover how you can use this technology to enhance instruction in your classroom

King Edward Campus Friday, December 6, 1991 9:30 am & 11:00

2 sessions

To register, please complete coupon below indicating preferred time and return to

Anne McElroy before Dec 1 or call Local 7382

Name:	
Dept:	Time: 9:30 11:00
Loc:	



## AS PROMISED...

Here is an updated schedule of events from Human Resource Development. You will notice that several workshops have been added, and a couple have been postponed to 1992. Mark your calendars now for anything that interests you, and watch your mailboxes and campus newsletters for registration information.

MANAGEMENT SKILLS FOR

**SUPERVISORS** 

PART II - NOVEMBER 19-22 PART III - DECEMBER 9-12

CROSS-CULTURAL COMMUNICATION

**DECISION MAKING** 

WORKING GAME FOR WOMEN

**CUSTOMER RELATIONS** 

**INTRODUCTION TO WORDPERFECT 5.1** 

INTRODUCTION TO DOS

MOVING FROM WORDPERFECT

5.0 TO 5.1

INTRODUCTION TO WORDPERFECT 5.1

(OAKRIDGE LAB)

**GOAL ACHIEVERS** 

INTRODUCTION TO CREATIVITY

HOW TO BE A GREAT COMMUNICATOR

LEARNING ABOUT

DISABILITIES

ACTIVE LEARNING

ETHICAL ENCOUNTERS

WORDPERFECT 5.1 INTERMEDIATE (OAKRIDGE LAB)

SUCCESS SKILLS FOR THE WORKPLACE

PERFORMANCE APPRAISALS

POWER WRITING

NOVEMBER 14 \*\*\*POSTPONED\*\*\*

NOVEMBER 18 \*\*\*POSTPONED\*\*\*

NOVEMBER 28

DECEMBER 3

DECEMBER 17-18

PART I - DECEMBER 17 (am) PART II - DECEMBER 19 (am)

DECEMBER 19

JANUARY 27

**JANUARY 28** 

JANUARY 30 (am)

FEBRUARY 6

FEBRUARY 11, 25 AND MARCH 10

FEBRUARY 12

FEBRUARY 13 (am)

FEBRUARY 26

MARCH 12

APRIL 9

PART I - MAY 25 (am) PART II - MAY 27 (am) PART III - MAY 29 (am)

Please note:

owing to a large demand, HRD will be sponsoring Word Perfect training at the Oakridge computer labs on <u>January 27, 1992</u> and <u>February 26, 1992</u>. This is in addition to our scheduled training sessions at Langara Campus in December, and our plans to offer further sessions in April of 1992.



November 1991

## THE WORKING GAME...FOR WOMEN

Did you know:

• 51% of Canada's population is women

- 57% of Canada's total employment growth in the last ten years was created by women
- The number of women between that ages of 25 and 44 who live alone has quadrupled
- In ten years, 50% of all businesses will be owned by women

We really have come a long way! But we still have a long way to go to achieve our full potential in our professional lives.

"The Working Game" was designed to help women develop that potential. This dynamic, interactive workshop will give you skills in "negotiating", "communicating" and "assertiveness", from the female perspective. You will be given tips on "dressing for success - female-style", and "working with men and women". These skills and more will assist you in developing your self-confidence, and establishing your career goals as a woman in the business world.

About the workshop leader:

Sylvia McLaren is a personal development consultant dedicated to providing women with the skills to develop their full potential. Her programs are dynamic and energy-packed, guaranteed to entertain you while you learn.

DATE: THURSDAY, NOVEMBER 28, 1991

LOCATION:

**ROOM 5025 CENTRAL ADMINISTRATION** 

\*\*\*Register early - space is limited to 20 participants\*\*\*

## To Register:

1 - Discuss with your Supervisor and complete a "Request for Leave from Duty" form.

2 - Complete and send the form below to Human Resource Development. Your registration will be confirmed. Call 871-7142 if you require more information or assistance.

## THE WORKING GAME FOR WOMEN

Name:	Position:	Department:
Campus:	Phone Local:	Date sent to HRD:





DECEMBER 1991

## CUSTOMER RELATIONS with the "CONNECTIONS" VIDEO PROGRAM

This highly participative, skill building workshop is designed to help support staff in the service orientated areas of the College to communicate more effectively with students and to build their customer relations skills to a superior level.

The program revolves around the very popular customer relations video program, <u>Connections</u>, which focuses specifically on dealing with students in a College setting. The video program is interspersed with short, energetic group discussions. You will be able to share your experiences in the field, and assist one another in developing positive, successful strategies for handling the many demands placed on you each day.

Effective communication skills can help to reduce stress on the job, and lead to greater satisfaction in your work. As you know, your interaction with students plays a large part in their success at VCC, and creates a lasting impression.

Bonnie Baty, Personnel Officer for VCC, and Carol Harrison from Human Resource Development, will be your workshop facilitators. Join us and your colleagues from student services areas across the College for a day of discussion, learning and fun.

DATE:

TUESDAY, DECEMBER 3, 1991

TIME:

8:30am - 4:00pm

LOCATION:

**ROOM 5025 CENTRAL ADMINISTRATION** 

## To Register:

1 - Discuss with your Supervisor and complete a "Request for Leave from Duty" form.

2 - Complete and send the form below to Human Resource Development. Your registration will be confirmed. Call 871-7142 if you require more information or assistance.

## CUSTOMER RELATIONS with the CONNECTIONS VIDEO PROGRAM

Name:	Position:	Department:
Campus:	_Phone Local:	Date sent to HRD:







December 1991

## <u>computer Literacy</u> <u>an Introduction to DOS</u>

This course is for anyone who operates a personal computer and wishes to better understand its functions and capabilities. Even if you have been using a computer for years, you may not be fully aware of DOS's capabilities!

Learn how personal computers work and what they can do for you. Also, find out about DOS and how to use it for preparing, labelling and copying disks, managing files, automatically loading application programs and creating subdirectories.

No previous experience with computers is necessary and touch typing skills are not required.

Barbara Wuhrer will be your instructor for this two-part, hands-on learning workshop. Barbara is an instructor in the Computer Information Systems program at Langara Campus. She has also presented a variety of computer courses for Continuing Education.

DATE:

December 17 and 19, 1991 (2 half-day sessions)

TIME:

8:30AM TO 12:30PM

LOCATION:

**ROOM A216 LANGARA CAMPUS** 

\*\*\*Space is limited, so register early to avoid disappointment\*\*\*

## To Register:

- 1 Discuss with your Supervisor and complete a "Request for Leave from Duty" form.
- 2 Complete and send the form below to Human Resource Development. Your registration will be confirmed. Call 871-7142 if you require more information or assistance.

## **COMPUTER LITERACY an Introduction to DOS**

Name:	Position:	Department:				
Campus:	Phone Local:	Date sent to HRD:				







December 1991

## **INTRODUCTION TO WORDPERFECT 5.1**

Right from the start, you will be producing immaculate documents, as you learn to create, edit and print with WordPerfect, using a variety of formatting techniques and visual styles. All of the basics will be covered, including various font sizes and appearances, using the special effects applications, centering text, paragraph styles, line spacing, and line justification. You will become familiar with Reveal Codes, moving and copying text, Search and Replace and using the Spell Checker.

This two-day course is for anyone who is unfamiliar or uncomfortable with WordPerfect. Some keyboarding skills are required.

Your instructor will be Jeanette Fireman. Jeanette has had extensive experience in teaching WordPerfect to adult learners, most recently through VCC's Continuing Education Division.

DATE:

December 17 and 18, 1991 (2 days)

TIME:

9:00am to 4:00pm each day

LOCATION:

**ROOM A210 LANGARA CAMPUS** 

\*\*\*Space is limited, so register early to avoid disappointment\*\*\*

## To Register:

1 - Discuss with your Supervisor and complete a "Request for Leave from Duty" form.

2 - Complete and send the form below to Human Resource Development. Your registration will be confirmed. Call 871-7142 if you require more information or assistance.

INTRODUCTION TO WORDEREST # 4

## **INTRODUCTION TO WORDPERFECT 5.1**

Name:	Position:	Department:
Campus:	Phone Local:	Date sent to HRD:





DECEMBER 1991

## CUSTOMER RELATIONS with the "CONNECTIONS" VIDEO PROGRAM

This highly participative, skill building workshop is designed to help support staff in the service orientated areas of the College to communicate more effectively with students and to build their customer relations skills to a superior level.

The program revolves around the very popular customer relations video program, Connections, which focuses specifically on dealing with students in a College setting. The video program is interspersed with short, energetic group discussions. You will be able to share your experiences in the field, and assist one another in developing positive, successful strategies for handling the many demands placed on you each day.

Effective communication skills can help to reduce stress on the job, and lead to greater satisfaction in your work. As you know, your interaction with students plays a large part in their success at VCC, and creates a lasting impression.

Bonnie Baty, Personnel Officer for VCC, and Carol Harrison from Human Resource Development, will be your workshop facilitators. Join us and your colleagues from student services areas across the College for a day of discussion, learning and fun.

DATE:

TUESDAY, DECEMBER 3, 1991

TIME:

8:30am - 4:00pm

LOCATION:

**ROOM 5025 CENTRAL ADMINISTRATION** 

## To Register:

1 - Discuss with your Supervisor and complete a "Request for Leave from Duty" form.

2 - Complete and send the form below to Human Resource Development. Your registration will be confirmed. Call 871-7142 if you require more information or assistance.

## CUSTOMER RELATIONS with the CONNECTIONS VIDEO PROGRAM

Name:	Positio	n:Department:		
Campus:	Phone Local:	Date sent to HRD:		



## **POSITIONS OPENING**

## City Centre

Temporary Instructional Assistant I (Retail Meat Department). Closing date: November 29, 1991.

Division Chair - Business Division. Closing date: November 29, 1991.

## **Continuing Education**

Secretary III (Director of Continuing Education). Closing date: December 03, 1991.

Temporary Program Assistant I (CE Nursing and Health). Closing date: December 03, 1991.

## King Edward Campus

Clerk II (Counselling Department) (17.5/35 basis). Closing date: November 28, 1991.

Bilingual Program Assistant I (International Education). Closing date: November 29, 1991.

Temporary Part-Time Term Instructional Assistant II (30/35 basis) (ESL Outreach Department) (Central Learning Centre Library). Closing date: November 29, 1991.

Administrative Assistant (Office of the Principal). Closing date: December 04, 1991.

ESL Developmental Instructor (Learning Centre). Closing date: December 05, 1991.

## Langara

Temporary Financial Analyst (Financial Services). Closing date: November 29, 1991.

Word Processor Operator (General Office). Closing date: December 02, 1991.

## CLASSIFIED

**BUY AND SELL** 

1989 BMW 535i; well maintained; metallic blue; \$29,900; phone Skip, 599-7355.

## FOR RENT

Three-bedroom main floor of a house in Kitsilano (near Arbutus); washer/dryer; dishwasher; w/w carpet; fenced backyard with picnic table and tool shed; single garage; \$1500/month plus utilities - unfurnished; \$1600/month plus utilities - furnished. Phone 737-9015.

