



FEATURED WEBINARS

[Arresting the Time Robbers in Your Life](#)

Date: May 05, 2021

2:00 PM - 3:00 PM EASTERN

Location: Online

It's official – there is simply too much to do to ever get it all done! Funding cuts, fewer staff, higher expectations for programming and services...it all adds up to “not enough time in the day.” And as much as we'd like it to be, surrender is NOT an option. Instead, it's time we “arrest the time robbers” that steal that precious commodity when we aren't paying attention!



Whether it's those inconvenient interruptions, marathon meetings, or your own propensity to procrastinate, we'll discover specific ways to deal with each of these time robbers – but first you have to recognize them.

[Tech to Connect with Users in a Post-Pandemic World](#)

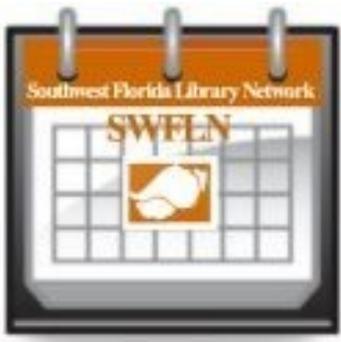
Date: May 13, 2021

10:00 AM - 11:00 AM EASTERN

Location: Online



COVID-19 changed how everyone interacts. This paradigm shift will not revert once the pandemic is over. Our services will have to serve both in-person and remote users. During this interactive webinar, we will look at the technologies, platforms, and best practices we can utilize to provide services and help, and most importantly, connect with our virtual users.



The Evolution of Diversity and Inclusion

Date: May 20, 2021

11:00 AM - 12:00 PM EASTERN

Location: Online



This initial session sets the tone and provides a base for all diversity and inclusion (D&I) discussions to be had. How the D&I framework has evolved into the many different aspects of diversity now being discussed will be explored. Various diversity theories over time and the compelling positive business case for fully embracing diversity will be covered.

For a full list of topics covered by this webinar, please see the [Registration Info](#).



Say NO!

Date: May 26, 2021

2:00 PM - 3:30 PM EASTERN

Location: Online

Perhaps you've heard the myth that since the customer is always right, you have to say yes to whatever they want. Or another myth that says you need to say yes to everyone and everything to "keep the peace."



News flash! Not only is the customer not always right, but there are also certainly times when you can and should use the powerful skill of saying 'No'. And the same applies in other areas of your life – whether that means saying 'No' to your boss, a co-worker, a friend, or even a family member! Yikes!

Although we should always have a goal of doing our best to help everyone, genuine interactions with people require trust, respect, and a focus on the needs of the individuals involved, and that includes you. When we view those qualities through the lens of how we're treating ourselves, we may discover that the best thing we can do for ourselves AND others is to learn to say 'No'.



WISH UPON A SHELL

Do you, or a co-worker, have an idea for future training, or want to learn about a specific subject? [Click here](#) and submit your ideas, we can't wait to hear from you.

