



*Advancing Tomorrow's  
Continuing Education Leaders*

**Annual CEANY Region South Meeting**

**May 9<sup>th</sup>, 2008**

**10:00am-2:00pm**

**Baruch College  
The Newman Vertical Campus-14 Floor  
55 Lexington Ave. at 24<sup>th</sup> Street NYC 10010**

**AGENDA**

**9:45 – 10:00am Registration and Refreshments**

**10:00 – 11:15am Concurrent Panels**

**Room 266**

**Time Management Strategies in a Fast-Paced Environment**

This workshop will provide you with practical solutions to help enhance your time management skills. A variety of tips, activities, action plans, and self-evaluations will be utilized.

**Room 267**

**Student/ Customer Service Best Practices**

This workshop will provide you with practical solutions and strategies to effectively service and communicate with student-customers. We will review best practices in the area of customer service in an educational setting, as well as, managing conflict with dissatisfied customers.

**11:30 – 12:45pm Concurrent Panels**

**Room 266**

**Skill Sets for Emerging Continuing Education Leaders:**

**A Social Entrepreneur Perspective**

Social entrepreneurs are innovative, resourceful, and results driven individuals. They draw upon the best thinking in both the business and nonprofit worlds to develop strategies that maximize their social impact and profit. Discover some of these skill sets and strategies within a continuing education environment.

**Room 267**

**Team Building and the Myers-Briggs Technology**

This session will present strategies for building team understanding, team momentum, strategies to promote cooperation, buy-in, and conflict resolution. This technology will provide tools to transform criticism of differences into understanding.

**1:00pm-2:00pm**

**Lunch – Buffet**

**Room 280**

**Continuing Education Association of New York Overview & Future  
Remarks from Tom Cracovia, President CEANY**

**COST:**

**\$25 per person (includes lunch, morning break, and meeting materials)**



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## **CEANY Region South Registration Form**

Please complete the form below (one per person) and return to:

Joey Yonkers  
Queens College, Continuing Education Program  
65-30 Kissena Blvd., Kiely Hall 111  
Flushing, New York 11367

Telephone: 718-997-5705; Email: [Joseph.Yonkers@qc.cuny.edu](mailto:Joseph.Yonkers@qc.cuny.edu).

**COST: \$25 per person** (includes lunch, morning break, and meeting materials)

Make checks out to **CEANY**. Return checks with this form or bring to the conference on May 9<sup>th</sup>.

**Please return form by Friday May 2nd.**

Name \_\_\_\_\_ Title \_\_\_\_\_

Institution \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ Fax \_\_\_\_\_

City, State, Zip \_\_\_\_\_ E-Mail \_\_\_\_\_

Payment: \$ \_\_\_\_\_ for \_\_\_\_\_ people.      Payment enclosed  Will pay at conference

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