National Center on Deafness
Spring 2015 Interpreter Seminar

Work is Pushing Your Buttons: Now What?

Sharing communication tools that will personally and professionally change your world and enhance your life.

Presenter
Dr. Lori Baker-Schena

Saturday, April 18, 2015  9:00am-12:00pm

National Center on Deafness
Multi-Purpose Room
Jeanne Chisholm Hall
18111 Nordhoff Street
Northridge, CA 91330-8267

Register/Pay at:
https://www.surveymonkey.com/s/seminarApril18

ITP Students - $7 (photo ID required)
CSUN/NCOD Employees - $15
All Others - $25

**All payments must be made thru PayPal.
No cash, checks, or credit cards accepted.**

CSUN Parking - $6 (payable at campus Info Booths or at permit dispensers)

For More Information
Shawn Clark
(818) 677-2054
ncod@csun.edu
http://www.csun.edu/ncod

Angela Funke is an approved RID CMP sponsor.

This entire activity has been awarded (0.3) CEUs in the area of Professional Studies by The Registry of Interpreters for the Deaf at the “Little/None” Content Knowledge Level for CMP and ACET participants.

Partial CEUs will not be awarded.

Interpreting/captioning services are available upon request. Requests must be submitted at least seven (7) working days in advance.
All other accommodation requests must be submitted ten (10) working days in advance.

Thank you!
Workshop/Course Description - This workshop will teach participants how to use “Nonviolent Communication” techniques to help get their needs met both in the professional environment and personally. The workshop will focus on two main areas: setting boundaries in the clinical setting and communicating with peers in the academic environment. Other topics that will be covered include how to more effectively work in teams, how to deal with stressful clients and colleagues, and how to handle conflict.

Educational Objectives:
1. Participants will be able to apply the four steps of Nonviolent Communication to set boundaries and communicate with clients in the professional, clinical setting.
2. Participants will be able to apply the four steps of Nonviolent Communication to better communicate with peers in the academic environment.
3. Participants will be able to understand and apply team-building techniques to work more efficiently in teams with less conflict.
4. Participants will be able to analyze stressful situations and deal with them in a non-emotional, holistic way.
5. Participants will be able to apply listening techniques and the four steps of Nonviolent Communication to better handle conflict.

Our Presenter
Dr. Lori Baker-Schena

Dr. Lori Baker-Schena, MBA, EdD, is the founder and chief executive officer of Baker Schena Communications. Dr. Baker-Schena has a bachelor’s degree in journalism and a MBA from California State University, Northridge, and a doctorate in Organizational Leadership from the University of La Verne.

From 1990 to 2014, Dr. Baker-Schena served as a professor of Journalism, with an emphasis in Public Relations, at California State University. She began her academic career as an adjunct professor, joining the full-time faculty in 2007. She received tenure in 2013, and one year later retired from academic life as an associate professor to focus full time on Baker Schena Communications.

As a motivational speaker, Dr. Baker-Schena brings both inspiration and clarity to clients – especially those who feel “stuck.” Her specialty is helping identify passions, and then sharing the steps necessary to make those passions a reality. Whether life coaching individuals, providing workshops for small groups or delivering keynote speeches to large conferences, she provides concrete ways to move lives forward.