



# Webinar Registration Form

**Resilience Training For Frontline Workers: Building, Sustaining & Thriving During COVID-19**  
**Wednesday, October 28 ~ 1:00-2:00pm (Eastern)**

Once the live date has passed, this training will be available on demand.

## Overview

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This webinar addresses the unique role managers are now being asked to play in their employees' lives and work. Pre-COVID, we were supportive of social/emotional needs and saw people's lives outside of work as important. But we were never asked to integrate those lives' struggles in our management plan as much as we are now. What if your remote employee is also a parent homeschooling their children? What might you do to support them? Or what if the increased level of frustration in the world is being played out on your customer service front line and they need you to help them cope? The key to this kind of support is in helping your team build and sustain resilience or the ability to thrive in challenging times. We will look at how you can enhance your management strategies, how you can use team relationships to share the work of supporting resilience, how you can create systems for support while remaining agile in responding to new challenges.

### Objectives:

- Define a resilience culture
- Review a set of skills to teach, emulate, and build resilience in yourself and employees
- Identify ways to change your own viewpoint and expectations while maintaining service and productivity standards
- Identify ways to use team and peer dynamics to create a resilience culture

## Who Should Attend?

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- 2-year & 4-year institutions
- Online Learning Administrators & Staff
- Welcome Center Staff/Front Desk Staff
- Financial Aid Directors & Staff
- Any educator interested in learning more about helping workers build resilience in difficult times



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## Speaker(s)

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**Bitsy Cohn**

*Higher Education Consultant*

***When the staff you manage can't manage themselves through conflict, you as the Supervisor must be ready to teach and model the appropriate behavior. Are you prepared to do that?***

Bitsy Cohn is the past Director of Credit for Prior Learning, for the Colorado Community College System. Prior to this, she worked for 22 years at Front Range Community College in Fort Collins Colorado as the Director of Learning Opportunity Center Services. She holds a BA in English and an MS in Organizational Leadership with a specialization in Online Teaching and Learning. Over the course of a 29-year career, she has gained expertise in community college student affairs, customer service, conflict management, post-secondary disability services, at-risk retention strategies and credit for prior learning assessment. Since retiring from the Colorado Community College System, Bitsy has been working as a higher education consultant through her business Cohn Solutions Group, LLC.

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## Newsletter



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## Registration Information .....

Print Name		Job Title	
Institution/Organization			
Address			
City	State/Province	Zip/Postal Code	Country
Telephone	Fax	Email	
Innovative Educators Password (Choose a password for our records and future registrations)		Assistant's email (For registration confirmations & pre-conference communication)	
How did you hear about this event? (email, listserv, colleague, conference, other) _____			

## Payment Method .....

You can call us at 303.955.0415 or fax the completed form to 1.866.508.0860. If you would like to mail in the registration form and/or check, please send it to: Innovative Educators, 3277 Carbon Place, Boulder, CO 80301.

Paying by: (select one)     Credit Card     Check     Purchase Order (if applicable) P.O.#: \_\_\_\_\_  
 (If you select PO as your payment method, a PO number is required.)

### Credit Card



Name on card		Account Number	
Billing Address	Billing City	Billing State	Billing Zip/Postal Code
Exp. Date	Security Code (last 3 digits on the back of Visa and MC)		

## Packages & Pricing

### Select your webinar package:

\$425 - 1 webinar (Unlimited connections at your institution and recording for one year)

\$900 - 3 webinars (Save \$375)

\$1500 - 6 webinars (Save \$1050)

\$3995 - Purchase Go2Knowledge to receive unlimited access to webinars & recordings for one year (Best Deal!)



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## Login Directions .....

The login directions provide the following information:

- A link and a password for the event.
- A link to test webinar access. Please test your computer prior to the event.
- The date and time of the webinar. Please be sure to reference the time zone converter on the login directions to confirm your event time.
- Audio instructions: You can stream the audio over your computer speakers, but you may want to have a phone available for backup purposes.

You will receive the login directions twice via email. The process is as follows:

- 1 week prior to the live event: You will receive login instructions.
- 1-2 days prior to the event: You will receive a link to the presentation and any additional handouts. Copies can be made for attendees if desired.
- The day of the event: Participants can log in to the IE Webinar 30 minutes prior to the start time. Once logged in, participants can see the PowerPoint slides, ask questions, and make comments via the chat feature.
- Participants are encouraged to save and print the login directions to refer to on the day of the webinar.

You will receive the login directions twice via email. The process is as follows:

- If you registered for a **live webinar**, you will receive a separate email with the login instructions closer to the date.
- If you registered for an **on-demand webinar**, you will receive a separate email with the access instructions typically within 2 business days.
- If you did not receive a separate email with login/access details, **please check your junk/spam email or your promotions folder.**

## Recording Information .....

The Monday following the live event you will receive a link to the recording, it can be forwarded to all faculty and staff for viewing anytime, anywhere.

**Recording Benefits:**

- Share the presentation with other staff members
- Pause presentation for convenient viewing
- Review the presentation after the live event
- Train new hires throughout the year
- Show during an in-service training

## Technical Details .....

Innovative Educators uses Zoom as its web conferencing provider. If you have not previously attended a Zoom event, please click [here](#) to make sure your computer is compatible with Zoom. Be sure to [complete a test](#) prior to the live conference. See system requirements in the login email for more information.

## What equipment is required? .....

An Internet connection, computer speakers, and LCD projector are required if a large group is viewing the presentation. Participants can call in via phone if they are having trouble retrieving the audio over the computer. Please be sure to reserve a meeting room prior to the live event that can accommodate these requirements as well as your attendees. You should reserve the room 30 minutes prior to the webinar start time and allow at least 15-30 minutes after the webinar for discussion.

## Cancellation Policy .....

- 30 days prior: Full refund
- 14 days prior: \$100 processing fee
- Less than 14 days: Credit towards another IE event

## Satisfaction Guaranteed .....

We want you to be satisfied with your purchase. For questions, concerns, or problems, please email [support@ieinfo.org](mailto:support@ieinfo.org) or call 303.955.0415.