

2018-2019 Webinar Series



The mission of NAEOP is to provide professional growth through leadership, education, achievement, recognition, and networking opportunities for educational office professionals.

Dealing with Difficult People – September 12, 2018

A day at the office can be filled with joy and satisfaction or it can be frustrating and stressful. When things go wrong, some people lose control. Holding emotions in check and reacting professionally while under fire is not always easy. It is particularly difficult to be nice to people who are not being nice to you. So what do you do to keep your cool when the customer is chewing you out? Most of the time, the customer's dissatisfaction is not even your fault. You're getting the blame because the unhappy person found you first, and it's not pleasant. When faced with angry people, there are key steps that will help diffuse the situation.

Digital Security – October 3, 2018

Digital security refers to keeping us, our information, and our digital devices secure from outside threats. Get ready to find out if you are behaving and participating safely in the digital world. What is personal info and what is private info? What is your digital presence? What information do you share online? Are you a responsible user of creative work? Are you aware of scams, phishing attempts or viruses? Who are your children talking to online? Would you recognize cyber bullying if you saw it? Do you just "Google It" or do you also seek other perspectives? This webinar will teach you what to look for and how to keep your information safe.

Embrace Your Quiet Strength: Leading as an Introvert – November 7, 2018

The world is made up of introverts and extroverts. Did you know that 40-50% of us are introverts? It's true! During this webinar, we will discover the difference between shyness and introversion. We will learn the 'Four Ps' process to track your progress in building your skill set to learn how to better handle uncomfortable situations. We will gain practical and proven tools to build on our quiet strength as introverts, and even embrace our introversion! Introverts are thoughtful leaders and are needed in our workplaces and associations.

Diversity and Multicultural Inclusion – January 16, 2019

This webinar will explore some of the many ways we are diverse and how that diversity may be used as a strength. It will also help participants identify biases that can hinder inclusion. Participants will leave with a better understanding of themselves and the people they work with, and tips on how to build more inclusive relationships.

Another Meeting? Please Don't Waste My Time – February 13, 2019

Learn to facilitate effective meetings through process and people management. This webinar will give you the tools to chair meetings with confidence. At the completion of this session, you will know how to structure your meetings to honor the time and energy of your members.

Intro to Chrome Browser – March 13, 2019

Get the most out of Google Chrome by learning how to save and sync things like your bookmarks, history, passwords, and other settings to your Google Account. Then, you can access them on any device. Explore downloading and using apps and extensions, or personalize Chrome on your computer. Set up Chrome to load your favorite page when you first open Chrome on your computer. Or, you can continue where you left off on the pages you had open the last time you used Chrome.