The Master Teacher Support Staff Courses

Single Sign On: https://colliercounty.masterteacher.net

Course Listing:

- The Fundamentals of Exceptional Services
  - The Five C’s of Exceptional Service
  - Responding to Parents’ High Expectations
  - Responding to Difficult Parents
  - Exceptional Service Begins with Attitude
  - How to “Wow” Parents and Community Members
  - What Exceptional Service Looks Like
  - Vital Tips for Managing Parent Complaints

- Contributing to Your School or District’s Mission
  - Understanding the Mission of Your School or District
  - Delivering Benefits Instead of Services
  - Developing a Whole-Organization Mentality
  - Increasing Demand for Your School’s Service

- Doing Your Best Work
  - Your Work is More Important Than Your Title
  - The Importance of Being Reliable
  - Ways to Avoid Making Judgments
  - Why You Should Always Show Kindness to Others
  - Practicing Patience at Work
  - The Practical Need for Positivity
  - The Power of a Positive Attitude
  - Being Dedicated to Your Work
  - Finding Fulfillment in Your Work
  - Achieving Your Personal Best
  - Responding Positively to Criticism
  - Five Ways to Make Yourself Indispensable
  - A Three-Step Prescription for Success
  - Four Criteria for Making Good Decisions at Work
  - Making the Best Possible Impression
  - Giving Yourself a Million-Dollar Image
  - Tackling Negative Situations Professionally
  - Handling Your Errors Professionally
  - How to React When You Make a Mistake

- Communicating with Parents and Other Staff Members
  - The Precarious Situation of Parents
  - Seven Powerful Components of Verbal Communication
  - Seven Tips for Ending Conversations on a High Note
  - Six Techniques You Can Use to Motivate Others
  - Five Techniques for Calming Angry People
  - Techniques for Dealing with Irrational Behavior
  - Techniques for Dealing with the Attention Demander
  - The Rights of Parents in Education

Support Staff Online Training

39 Courses

Detail

When students, parents, and community members enter a district or school, they want to feel welcome, appreciated, and assured that their needs will be met. This positive culture begins at the front desk and extends to every member of the staff.

39 self-paced courses can be completed in as little as 10 to 20 minutes each. The training will help non-classroom professionals:

- Learn the best way to handle student and parent complaints.
- Provide exceptional service to meet the needs of parents, students, and community members.
- Communicate more effectively with parents and colleagues.

Encourage staff members to partner together to accomplish the work of the school or district with this program.