

Career and Technology

Webinars
2010-2011

PHONE:
(403) 348-8194

FAX:
(403) 348-8195

INQUIRIES:
pbohnet@carcpd.ab.ca

Quality Customer Service & Retail Operations *with Karen Kiefer*

Wednesday, March 2, 2011
4:30 pm to 5:30 pm Mountain Time Zone
Please log on at 4:00 pm to do your mic & speaker test!
\$20

WHO SHOULD ATTEND:

Grade 10-12 CTS teachers

ABOUT THE SESSION:

Ideas for how to use these courses to effectively prepare students for a Retail Experience / Position. Looking at the Program of Studies - what teaching strategies can I use. Is there enough to develop a "Retail Pathway" for students wanting to pursue this kind of a career?

ABOUT THE FACILITATOR:

Karen graduated with a B.Ed. degree in Secondary Education from the University of Calgary. She completed a double major in Pure Math and Languages and worked in and around the Oil & Gas industry of Calgary for 15 years. During this time she completed a Management Certification in Personnel Management and Human Resources from the University of Calgary and her 4th Level C.M.A. She also completed a Master's in Distance Education from Athabasca University. Moving into Education eleven years ago, Karen has taught computer graphic design, multimedia and other business courses in CTS. As the Curriculum Leader for CTS at Forest Lawn High School she assisted staff throughout the area of CTS with the program of studies and budgeting.

★ Sessions may be changed or cancelled ★
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