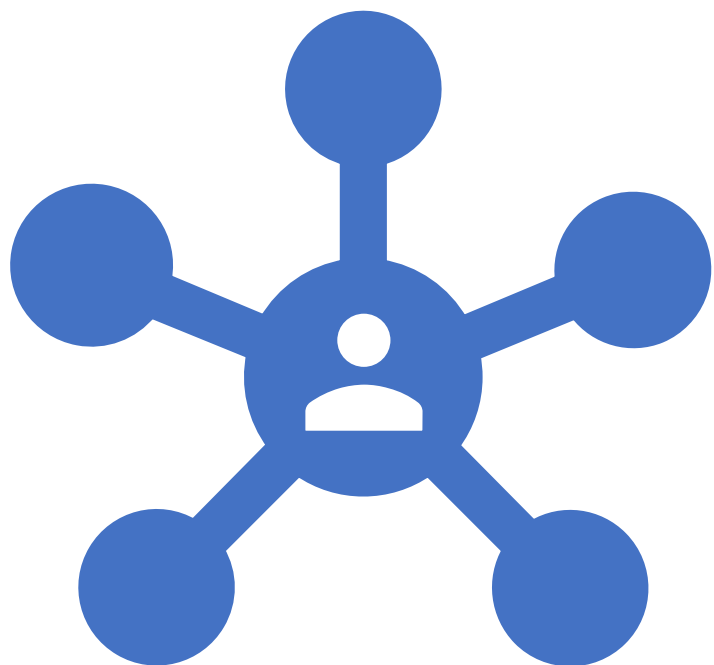


January Ecosystem Enrichment

The Role of Active Listening in Client Relationships



January 27th 2021



Welcome to Ecosystem Enrichment!

- Monthly professional development opportunity for workforce professionals – career coaches, business services representatives, training instructors, and more!
- Information that helps connect a complex system of services so that jobseekers can get the support they need to find, obtain, and maintain quality employment – no matter where they start!
 - Broadly applicable workforce development skills/knowledge with local context
- Join us each month for more, invite others you think are a good fit, and reach out if you have questions about previous or upcoming sessions

Housekeeping Items

- The session is being recorded, the PowerPoint and other materials will be sent out after the session.
- Please mute yourselves to make sure that speakers can be heard, and we do not experience feedback. No need to keep video on unless you want!
- This session is structured with several presenters, information regarding each presenter's organization will be shared after the session along with any helpful links/websites shown
- Feel free to share your own thoughts, reactions, and reflections to the topics as we go along. If time allows, we can move to participant questions, so please send those to me privately!

Agenda

Context for the session

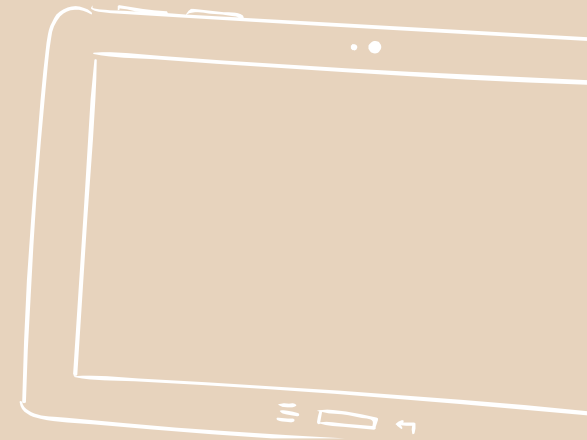
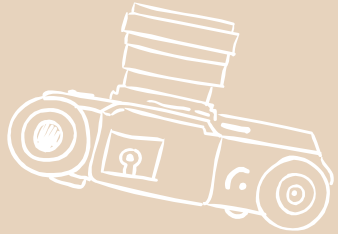
Goodwill Active Listening Presentation

Indy Reads Presentation

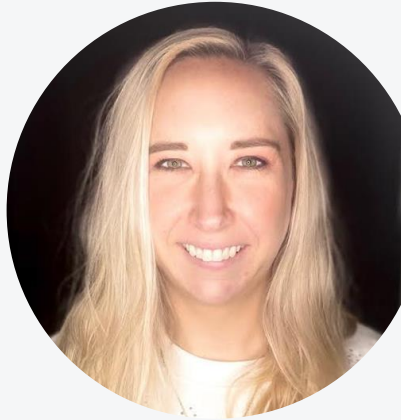
Rework America Alliance/Skillful Presentation

Wrap-up

Effective Communication through active listening



Team Presentation



Kari Podany
Mission Guide
Goodwill of Central &
Southern Indiana



Nathan Miller
CWF Manager
Goodwill of Central &
Southern Indiana



Objectives:

- Given a participative lecture, participants will identify characteristics of active listening skills and be able to explain its importance in providing high-quality service.
- Through group activities and a large group discussion, participants will identify the barriers to active listening and identify their own strengths & weaknesses in their learning styles.





Importance of Effective Communication

- Effective communication is a learned skill and you practicing it will improve your communications with others.
- Effective communication can be used to establish rapport with others.
- Effective communication helps us to deliver difficult messages without creating conflict or destroying trust.

A silhouette of a person's head and hand holding a pair of headphones, set against a warm, orange-hued sunset background. The person is on the left, and their hand is holding the right earcup of the headphones. The sun is low on the horizon, creating a strong backlight effect. The text "Group Activity" is overlaid on the right side of the image in a large, white, serif font.

Group Activity

Positive Verbal Communication

1. Control your pitch and tone of voice.
 2. Encourage others to be involved in the conversation.
 3. Validate the other person's worth.
 4. Provide appropriate information as needed.
 5. Put your ideas in a logical sequence so they are easily understood.
-
1. Relate new ideas to familiar ones.
 2. Repeat key ideas to reinforce them.
 3. Present one idea at a time, focusing on the essential things you need to convey.

Negative Verbal Communication

1. Giving false reassurance (“It will be okay.”).
1. Giving advice or offering your personal opinion (“If it were me...”).
1. Interpreting behavior without reflecting for confirmation first, jumping to conclusions (“What you really mean is...?”).
1. Expressing your values about right and wrong.
1. Conveying your approval or disapproval of others’ behavior (“That’s good/bad...”).
1. Making polite, superficial comments without a focus on the other person’s thoughts and feelings (“Isn’t that nice?”).



Listening

Module 1

Listening

“Listening, whether done by individuals or by companies and government, is a signal of respect. When people don’t feel listened to, they don’t feel respected. And when they don’t feel respected, they feel anger and resentment. This resentment is exacerbated if people think you’re pretending to listen but aren’t.”

Hugo Powell

Listening Facts

10% = Words

55% = Body Language

35% = Tone of Voice

10% is Content; 90% is Intent



That's Fine



Benefits of a good listener

- Listening improves communication
 - Listening shows you care
- Listening shows respect for the client



Types of listening

- 1) Inactive Listening
- 2) Selective Listening
- 3) Active Listening
- 4) Reflective Listening



Listening Effectively:

- Use appropriate tone of voice
- Understand communication
- Provide feedback
 - Feedback is empathetic and nonjudgmental
 - “Sandwich theory”



Nonverbal Communication

- Facial Expressions
- Eye Contact
- Gestures



the
office



A silhouette of a person's head and hand holding a pair of headphones against a warm, orange-hued sunset background. The person is on the left, and their hand is holding the right earcup of the headphones. The background is a soft, out-of-focus sunset with a bright sun low on the horizon.

Group Activity

Barriers to Effective Listening

- Emotional Mindset
- Personal Situation
- Relationships
- Expectation

Physical Distractions

Time
Place
Space
Climate
Noise
Technology



2
3



Mental Distractions

Fear
Worry
Boredom
Daydreaming
Poor Self-
esteem
Anger
Being
Unprepared



Summary & Conclusions

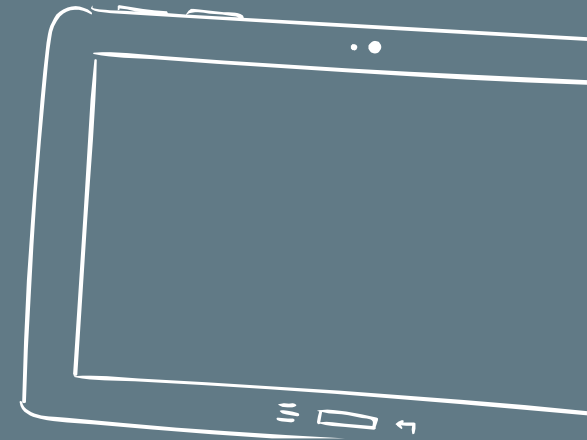
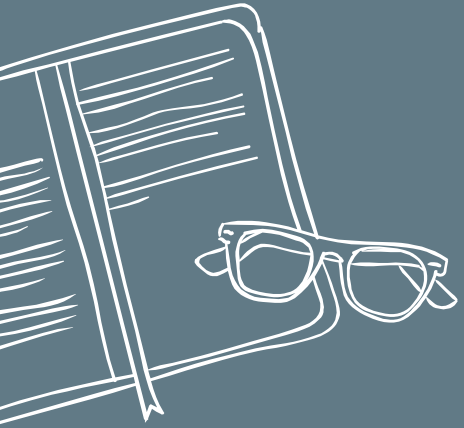
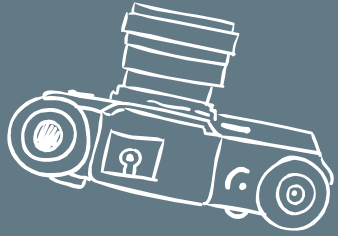
Types Listening

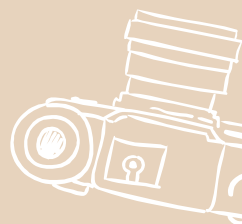
How to Listen Effectively

Barriers to Listening

Importance of tone and non-verbal communication

Impact of effective listening Module 2





Benefits of Listening

Why do we listen? We listen to learn, understand, and connect.
Listening helps to:

- Build relationships
- Increase productivity
- Solve Problems
- Improve our ability to influence, persuade or negotiate
- Enable us to avoid minimize conflicts and misunderstandings

Three Levels of Listening

In our fast-paced world, our listening can often be cursory, even with our best intentions. Coaching requires skillful, attentive, and deep listening. How we listen to our clients will make all the difference. The Co-Active Model describes listening at three different levels:



Level 1

Internal listening,
where your attention
is focused on your own
thoughts, feelings,
and interpretations.

Effective Listeners

- Think about what they're hearing and mentally summarize, taking into account the speaker's tone of voice and body language
- Allow the speaker to complete his/her thoughts
- Take notes, but not excessively—just enough to recall the message later
- Suspend judgment until they understand the message in full
- Maintains focus despite grammar mistakes or other delivery errors
- Maintain eye contact and help the speaker along by appearing engaged
- Listen for the entire message

5 Steps of Listening Effectively:

5 Rs

Ready: Prepare yourself physically and mentally.

Receive: Hear the message/ Show you're listening

Review: Evaluate the message.

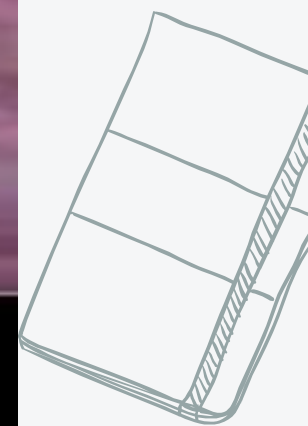
Respond: Show the speaker that you understand the message.

Remember: Transfer the information you've heard from your short-term memory to your long-term memory.

Perhaps most importantly, be available. You may be the best listener in the world, but if you're always perceived as "too busy" or "just need another minute," others will stop trying to talk to you in a meaningful way.

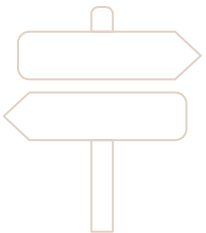


COMMUNICATION SKILLS: EMPATHETIC LISTENING



Test Your Knowledge

Can you up the steps of active listening in the proper order?



Receive

Remember

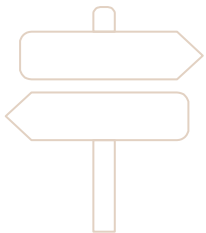
Ready

Review

Respond

Test Your Knowledge

Can you up the steps of active listening in the proper order?



Ready

Receive

Review

Respond

Remember

Ineffective Listeners

- ✗ Tune out when the speaker has a distracting delivery style, speaks slowly, or is discussing a dry topic.
- ✗ Quickly lose focus
- ✗ Tend to interrupt
- ✗ Can be overstimulated; tend to seek and enter into arguments
- ✗ Show no outward evidence of listening
- ✗ Listen for facts alone and miss out on the complete message, often because they're too busy taking notes to observe the speaker's body language

Barriers to Listening: Style Differences

Let's take a few minutes to talk about communication styles. People have different styles of communicating, which can affect how they listen to each other and get in the way of effective listening.

Here are some examples of how a variety of styles might be described. Do any of them sound like you or someone you know?

- “Give me just the facts.”
- “Let's talk about how you're feeling first.”
- “I'm interested in what you're saying so I want to jump in and add to it.”
- “Why aren't I saying anything? I'm processing what you said.”
- “If you don't look me in the eye, I'll think you're hiding something.”
- “You keep looking me in the eye. I feel like I'm being interrogated.”

Test Your Knowledge

Read each item and decide if it is an effective or ineffective listening behavior. When you're ready click on the statement to reveal the correct answer.

Interrupts

Ineffective

Listens for what is not said

Effective

Takes adequate notes

Effective

Jumps to conclusions

Ineffective

Jumps in to finish the speaker's thought

Ineffective

Allows distractions to take over

Ineffective

Listens for facts alone

Ineffective

Observes body language

Effective

Overlooks grammar mistakes

Effective

Holds eye contact

Effective

Summary & Conclusions

Benefits to listening well!

Ineffective vs Effective listening

The five R's can make this into a buildable skill.

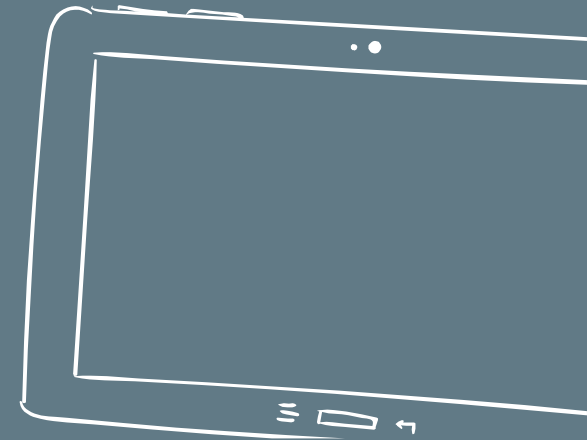
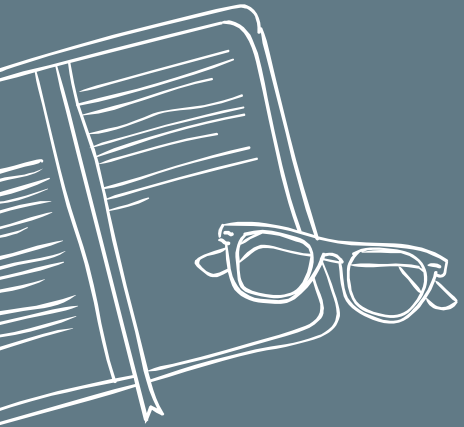
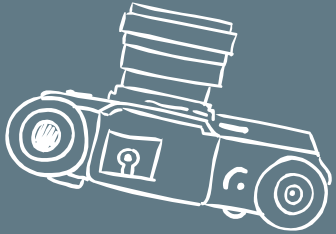
Do we operate as if we can listen, or are we too busy?

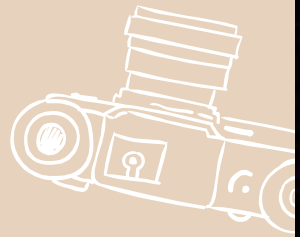
Barriers to listening

Style matters!

Do we operate as if we can listen, or are we too busy?

Skills to improve Active Listening Module 3







Open Body Language & Active Listening

- Lean forward slightly as you listen.
- Keep your hands visible and open.
- Have a relaxed posture, but don't slouch.
- Keep your arms relaxed at your sides.
- Make eye contact and nod your head.
- Keep a comfortable distance of personal space between you and the speaker.
- Use gestures to convey your message



Questioning Techniques

Active listening can be enhanced by improving your questioning skills.

If you want to:

- **Clarify something** ask, “I’m confused about...” or “Can you explain...?”
- **Probe for more information**, ask “Tell me more about...”
- **Confirm an assumption**, say “So, from what you’ve said, I’m assuming ...”
- **Acknowledge the speaker’s feelings**, say “I sense you’re feeling ...”
- **Build on an idea the speaker mentioned**, say “That’s a good point. And, we could ...”

Encouraging the Other Person to Talk

Non-verbal Signals

- Head nod
- Eye contact
- Hand gestures
- Silence

Verbal Signals

- “I see.”
- “And ...”
- “Uh-huh.”
- “Go on ...”

Paraphrasing Practice

Compare these statements:

“Since I was promoted to manager, I worry about making the wrong decisions.”	“Sounds like you’re feeling insecure.”
“I can’t figure out what to do with my new employee. She wants to do things her way instead of our way.”	“So you see her as having difficulty following our procedures? Do you want some help figuring out a solution?”

Test Your Knowledge

Read each statement and think of a paraphrasing response. When you're ready, click on the statement to reveal the suggested answer

"I keep trying to talk to her, but she just gets mad when I do."

"It must be discouraging to feel misunderstood."

"Just once I wish management would listen to the people who do the work."

"So you have some ideas about how to improve the way the work is done, and you want to

"They did such a good job selling; I don't know if we can keep up with delivery."

"You seem really concerned about not meeting your promises."



☆ Listening in Emotional Situations

Getting a handle on your own emotions is the first step to preventing them from interfering with listening. You can do that by recognizing your “hot buttons.”



Identify what triggers an emotional response in you.



Even if you’re aware of your hot buttons, it can be difficult to keep your emotions under control all the time. If you find your emotions running high:

- Pause—stop whatever you’re doing.
- Take a deep breath.
- Consciously relax your throat and shoulders.

These actions will help you calm down and feel more in control.

Behaviors that Escalate Emotions

Avoid these behaviors

- Interrupting
- Arguing
- Telling the other person to calm down
- Giving advice
- Faking understanding
- Belittling, condescending, or minimizing
- Jumping to conclusions



How to De-Escalate Emotions

First, slow down and take a moment before you respond to keep your own emotions in check.

- Respect the emotional person's perceptions as real to him or her.
 - You can say something like, "If it were me, I'd be feeling ..."
- Set clear boundaries while allowing the other person to talk.
 - For example, say something like, "I'm here to listen, but I can't do that until you slow down and stop swearing."
- Use non-threatening words and an even-tempered tone of voice.
- Keep your responses short.

Increase Information Flow

Key Components to Creating a Positive Climate

- Openness
 - Use self-disclosure to build trust among teammates.
- Support
 - View your teammates as collaborators, not competitors
 - help them out when they're encountering difficulties
 - To bolster a sense of inclusion and recognition, celebrate the accomplishments of all teammates.
- Respect
 - Accept diverse viewpoints, perspectives, and opinions.
 - Focus on "What can we learn from this experience?" rather than "Who is to blame?"

In this kind of atmosphere, team members will become better listeners and communicators.

Summary & Conclusions

Using Questioning Techniques

How to Listen in Emotional Situations

Paraphrasing Practice

How to Increase Information Flow



5
1

Thanks!

Any questions?





Who We Are

- ★ Founded in 1984 as the Greater Indianapolis Literacy League
- ★ Our mission is to build the literacy, English language and job readiness skills to empower adults and families to reach their full potential.
- ★ Our programs
 - Community Classrooms
 - High School Equivalency (HSE)
 - English Language Learners (ELL)
 - Literacy Foundations
 - Certifications
 - Bookstore - 2Gen



What's your routine?

- ★ Read the morning news
- ★ Look up a new recipe for dinner
- ★ Add items to my shopping list
- ★ Write myself a reminder note
- ★ Search the internet for information
- ★ Follow directions to get someplace new
- ★ Help a child with their homework
- ★ Read a restaurant menu
- ★ Drive myself to work
- ★ Read job listings
- ★ Text a friend
- ★ Write an email
- ★ Read a chapter before bed

One in six

Hoosiers struggle to read and write.

National Center for Education Statistics



43%

of adults with the
lowest literacy
levels live in poverty

43%

of persons who are
formerly
incarcerated are less
likely to return to
prison when their
literacy levels
increase

72%

of children whose
parents struggle to
read
will face the same
lifelong challenges.



National Center for Education Statistics
National Bureau of Economic Research
US Department of Justice

Student Centered Programing

★ English Language Learners (ELL)

- Reading/Writing
- Listening/Speaking

★ Adult Literacy & HSE Prep

- Mechanics of reading
- Addressing learning difficulties
- Learning to Read → Reading to Learn
- HSE: Reading, Social Studies, Science, Math, Writing

★ Job Readiness/Workforce Support

- Work Indiana Essential Soft Skills courseware
- Certifications: Customer Service and ParaProfessional



Customer Service

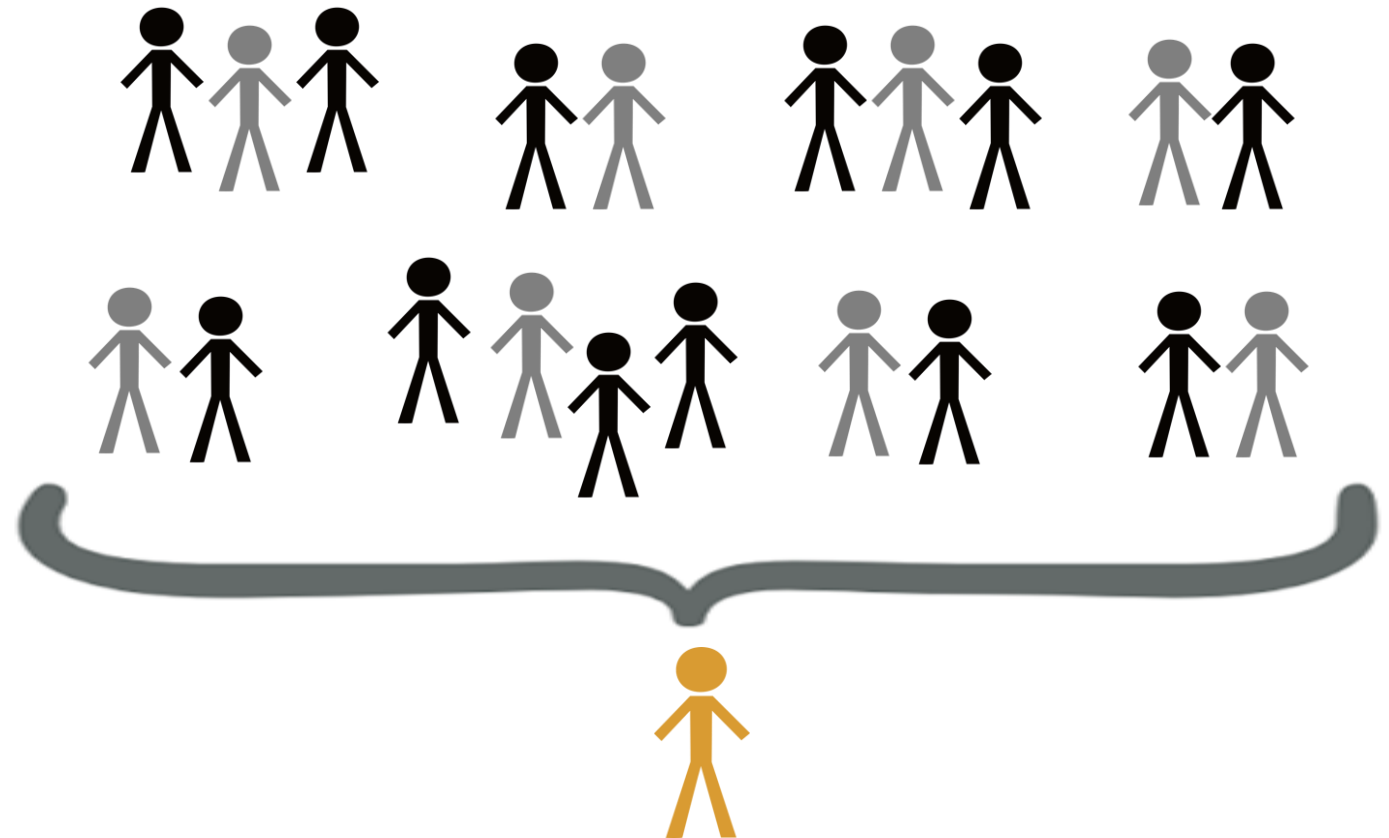
- ★ Nationally-recognized credential
- ★ Prepares students for job opportunities in retail and customer service roles
- ★ Course combines High School Equivalency coursework and online soft skills development
- ★ Students will learn the knowledge necessary to pass the National Retail Federation (NRF) credential exam
- ★ Career counseling, resume writing, and soft skills development included
- ★ Online, free, nine-weeks
- ★ **Employer Partnership:** Heartland Resolution Group, Inc

ParaProfessional

- ★ Education professionals who work under the direction of a certified teacher or school professional
- ★ Credential is a required by schools to be considered for the position
- ★ Provide instructional, behavioral and other support to students, often working one-on-one with students.
- ★ Online, free, nine-week course combines High School Equivalency coursework and education pedagogy to prepare participants for working with students in a K-12 setting
- ★ Career counseling resumé writing, and soft skills development included

Community Classrooms

- ★ Two & three-hour classes
- ★ 2 - 3 X/week
- ★ Semesters
- ★ Mornings and evenings
- ★ Multiple locations
- ★ Distance Education
- ★ HSE Fast Track Option



Love Friends chocolate flowers
roses
gifts presents hearts dinner
wine champagne shrimp

Romance

Romeo and Juliet

motel



Unmute

Stop Video

Participants 21

Chat

Share Screen

Record

Reactions

Leave



Unmute Start Video

Participants 19

Chat 2

Share Screen

Record

Reactions

Apps

Leave

Search results - X Small group sli... X Sleepy Hollow S... X MWF INDY REA... X English class - c... X Post Attendee... X Sleepy Hollow S... X

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MWF INDY READS SLIDES

File Edit View Insert Format Slide Arrange Tools Add-ons Help LAST EDIT WAS 18...

Background Layout Theme Transition

10 All the bits of sound

11 Pronunciation for all

12

13

14

Click to add speaker notes

Explore

/t/ or /d/ sound ?

Thirty 30
Forty 40
City
Water
Butter
Better



Enrollment

- ★ Mobile friendly form available in 13 languages

- English
- Spanish
- Burmese
- French
- Portuguese
- Arabic
- Chinese
- Japanese
- Hindi
- Swahili
- Turkish
- Urdu
- Yoruba

- ★ Each student meets with an orientation team member for a **one on one** coaching session

- Employment Goals
- Education Goals
- Barriers/Challenges
- Resources Available
- Digital Literacy Practice
- Class Placement

Follow Along for More



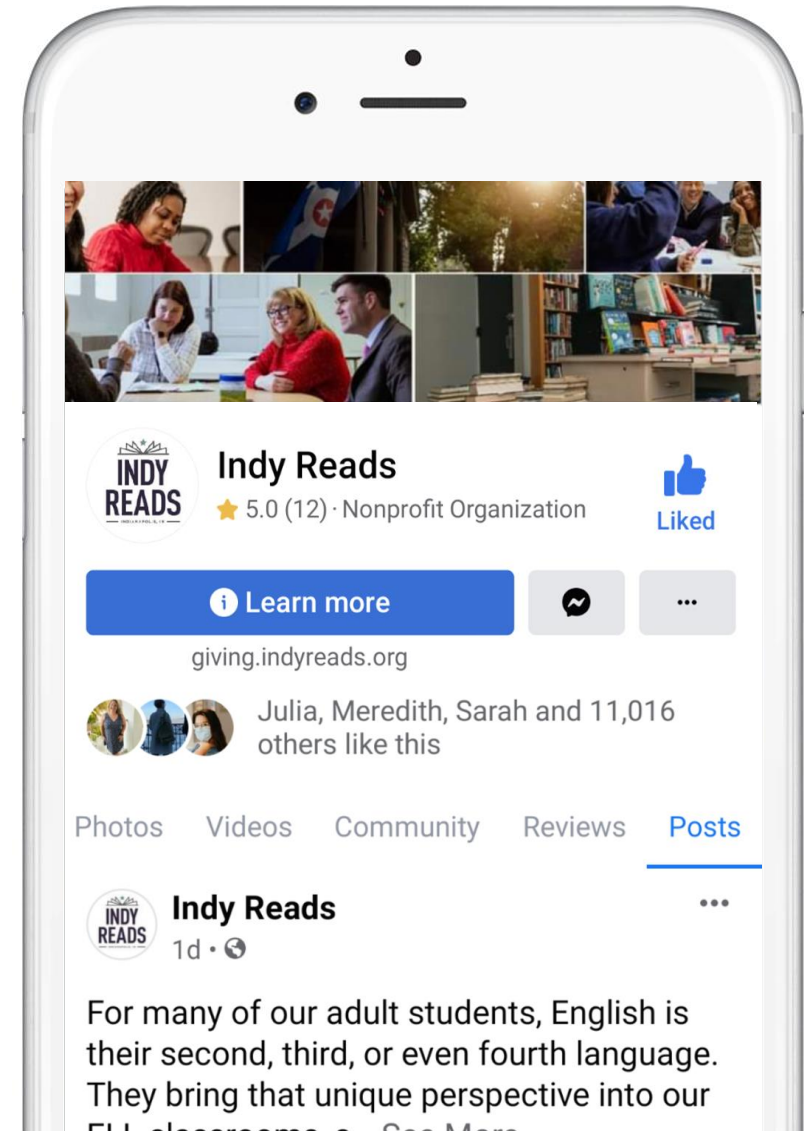
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Thank You!

Christina Binhack

Vice President of Program
cbinhack@indyreads.org

Rework America Alliance

Virtual Career Coach Training

Tracey Everett, Manager, Career Coaching

The Rework America Alliance

The Rework America Alliance is a nationwide collaboration of employers, non-profits, educators, government entities, and public and private organizations dedicated to helping unemployed and low-wage workers emerge from this crisis stronger.

The Rework America Alliance is opening opportunities for millions of unemployed and low wage workers to move into good jobs, particularly people of color who have been disproportionately impacted by the current economic crisis by:



Identifying promising job pathways for workers to pursue



Identifying high-quality training programs aligned to skills needed for emerging jobs



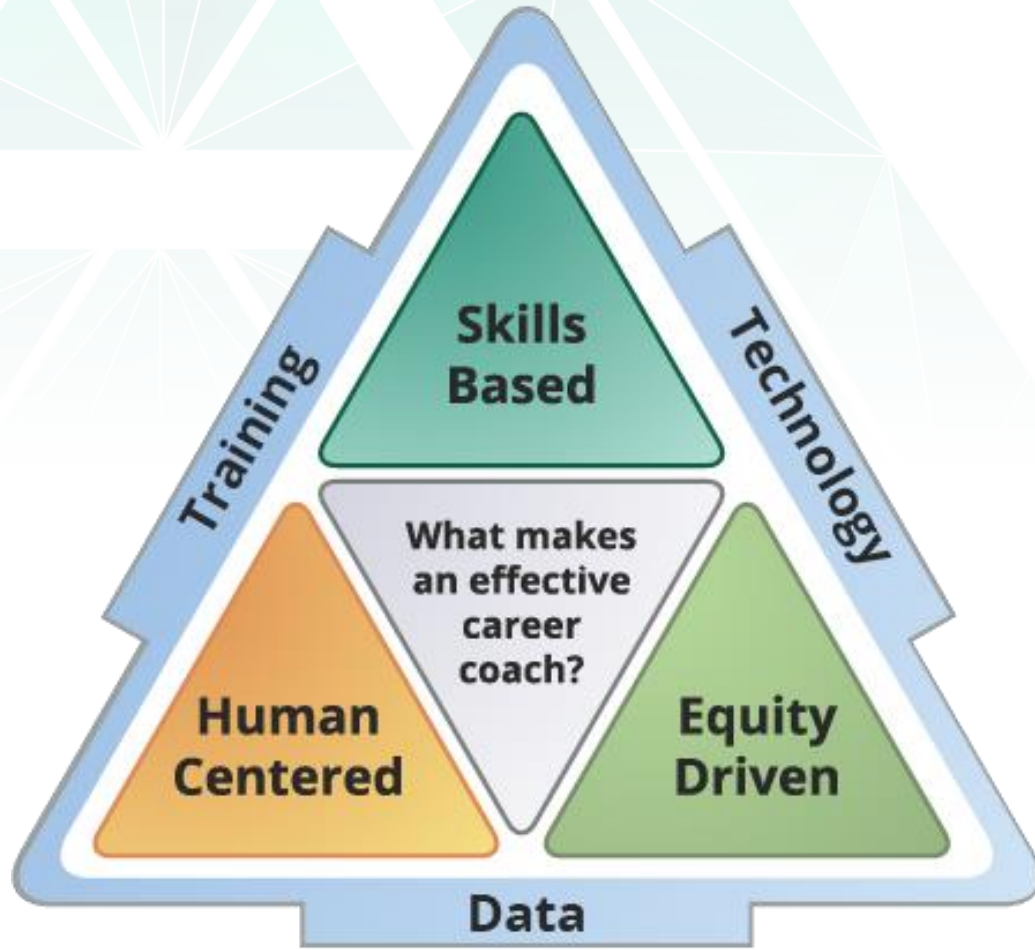
Developing digital tools to help career coaches and other support specialists better serve displaced workers



Directly engaging employers to drive the adoption of inclusive sourcing and hiring practices and developing tools and resources to help them take action



Qualities of an effective career coach across systems and organizations



Effective coaching can be broken down into three major themes, **skills based, human centered, and equity driven**. In addition to these skills, it is critically important that coaches have access to continued training, up-to-date technology, and high-quality data. When these skills and resources come together, coaches are able better serve jobseekers.

The other key component of an effective coaching system is a **strong coaching network**. When coaches are connected, they are able to share best-practices and resources, improving the coaching experience for all jobseekers across the system.

The Human Centered Approach

- ◇ Human Centered Coaching and it's Importance
- ◇ Emotional Intelligence and Human Centered Coaching
- ◇ The Flow of Human Centered Coaching – Pathway to Empowerment
- ◇ Coach the Coach: 11 Feedback Points
- ◇ Human Centered Coaching in Practice Coaching

The Skills-Based Coaching Application

- ◇ A Skills-based Job Search
- ◇ Skills-based Resume Writing
- ◇ Skills-based Interview
- ◇ Skills-based Job Progression
- ◇ Labor Market Information 101
- ◇ Skills-based Practices and the Career Service Delivery Model

Additional Content Coming Soon

Effective and Equitable Career Navigation

- ◇ **Introduction to Racial Equity and Inclusion**
- ◇ **The Benefits Cliff**
- ◇ **Strategies to Effectively Identify Client Needs/Creating a personalized service plan**
- ◇ **Virtual Career Coaching - resources and tips to provide virtual services**
- ◇ **Network and Resource Mapping activity**

Digital Literacy Skills for Career Coaches

- ◇ **Lifelong Learner**
- ◇ **Empowered Worker**
- ◇ **Digital Citizen**
- ◇ **Solution Seeker**
- ◇ **Mindful Colleague**
- ◇ **Digital Literacy Resource Bank for Job Seekers**

Where to Find in the Learning Hub


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EmployIndy

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Tracey Everett 

🏠

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select a category

Search...

🔍 Search



THOMAS P. MILLER & ASSOCIATES





Dos & Don'ts in Career Services

📖 Lessons

12

Explore this course →






Financial Empowerment: Your Money, Your Goals

📖 Lessons

33

Explore this course →




Intro to Co-Active Coaching


📖 Lessons

10

Explore this course →



In Progress



Skills-Based Job Search (Rework America Alliance, Skillful)

📖 Lessons

1

Explore this course →

Rework America Alliance

Confidential Materials - Do Not Share Internally Or Externally

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Dashboard



Courses



Forum



Resource Library



Learner Overview



Support



Suggest a Course

Skills-Based Job Search (Rework America Alliance, Skillful)



Welcome Career Coach!

The role of career coaches is increasingly important as technology transforms the economy, upends sectors and reshapes jobs. When people are changing not just jobs, but often changing sectors, they need a coach equipped with a modern coaching practice.

Created through a partnership with the Rework America Alliance, the Skillful training Virtual Foundational Skills Training for Career Coaches, through this Skillful course, will equip you with skills, resources, and support needed to help people pursue job opportunities in a rapidly changing economy.

This course is designed to introduce you to skills-based career navigation principles with a focus on applicability to coaching interactions. We want you to leave feeling inspired to help clients lead with their skills throughout all aspects of your coaching, including the job search, resume writing, interviewing, and career progression planning.

Learning Objectives:

- Help job seekers during the job search focus on competencies when job postings emphasize credentials
- Navigate biases in the hiring process using a skills-based approach Assist job seekers in developing skills-based resumes
- Support clients in responding to traditional and credential focused interview questions
- Help job seekers successfully navigate a variety of career opportunities to unlock career progression
- Help job seekers navigate non-linear job-to-job progression and opportunities for advancement reflective of the job market and their clients' long-term goals.



Dashboard



Courses



Forum



Resource Library



Learner Overview



Support



Suggest a Course

How to navigate this course:

- When you click on the lesson below, you will be taken to the lesson homepage and a pop up window will appear with the lesson's content.
 - If it does not, make sure your pop up blocker is turned off.
- To navigate through the course's lessons while in the pop up window, click on the three lines in the top left corner (also known as the "hamburger"). You will see each lesson for the course.

Additional Resources

- [Skillful Jobs Posting Generator](#) - The Skillful Job Posting Generator simplifies one of the first steps to hiring based on skills: identifying an open job's required skills and competencies and incorporating them into a job posting quickly and easily
- [Skill My Resume Tool](#) - Work with clients to create a skills-based resume from scratch and optimize it for a specific job posting. This tool utilizes EMSI's data insights to help clients easily add skills from their experience to the resume.
- [SkillsEngine Profile Builder](#) - The **Profile Builder**, powered by SkillsEngine, generates a custom competency **profile** based on thousands of quality **skill** statements across more than 850 occupations. This application uses the SkillsEngine Competencies API to demonstrate the unique capabilities of this powerful new service.
- [O*Net](#) - O*NET OnLine has detailed descriptions of the world of work for use by job seekers, workforce development and HR professionals, students, researchers, and more! Keyword or O*NET-SOC Code: Browse groups of similar occupations to explore careers. Choose from industry, field of work, science area, and more.


Search Lessons...






1 - Skills-Based Job Search

Progress



0 %





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Learner Overview

Support






 FullScreen

Popup Blocked


We attempted to launch your course in a new window, but a popup blocker is preventing it from opening. Please disable popup blockers for this site.

Launch Course

 Up Next...



✓ Mark Completed

 Lesson Started

Rework America Alliance

Confidential Materials - Do Not Share Internally Or Externally

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Skills-based Job Search

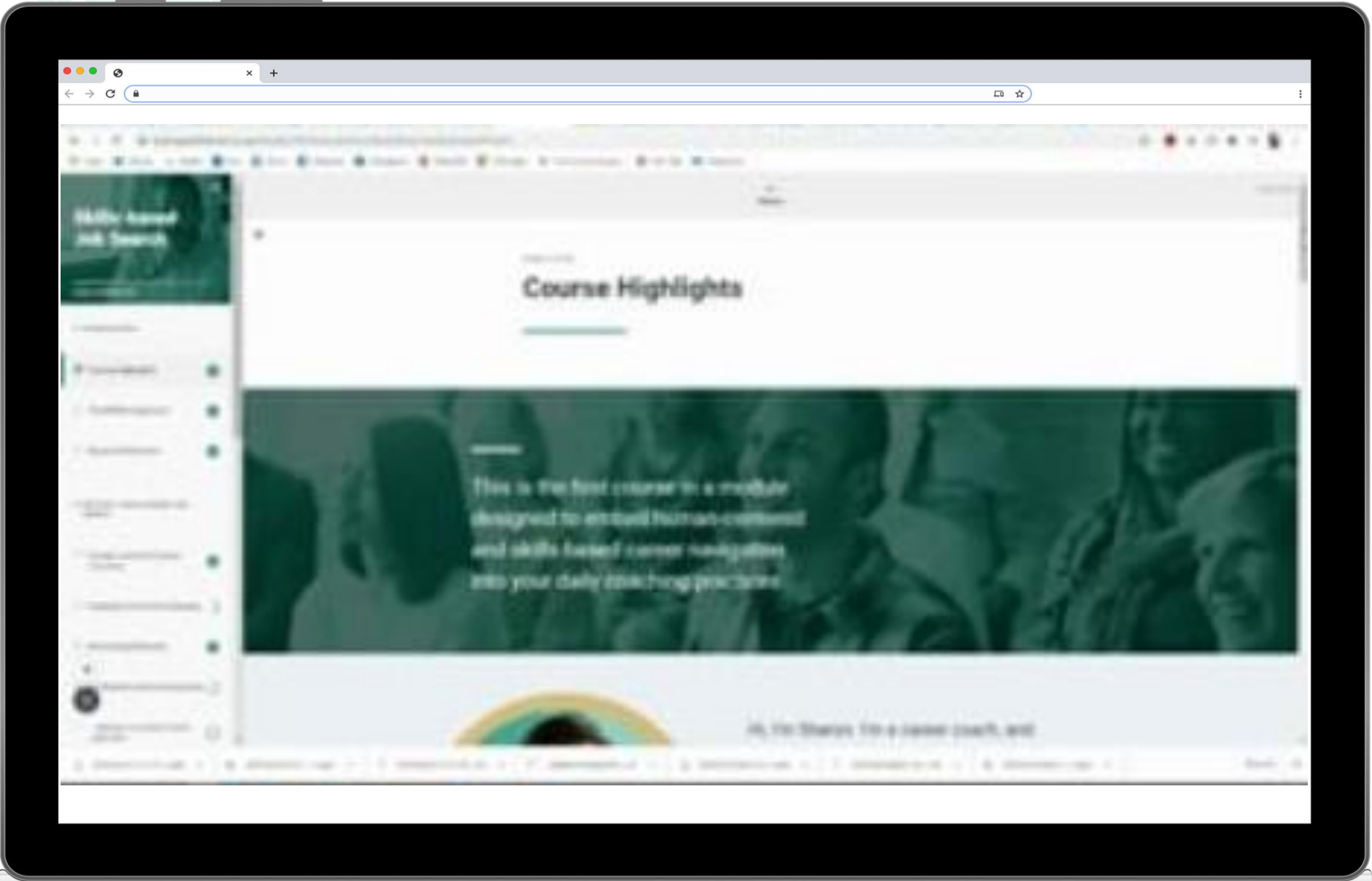
START



Welcome to the Skills-based Job Search course, presented by the Rework America Alliance in partnership with Skillful, a Markle Initiative.

Course Duration: 70/75 minutes

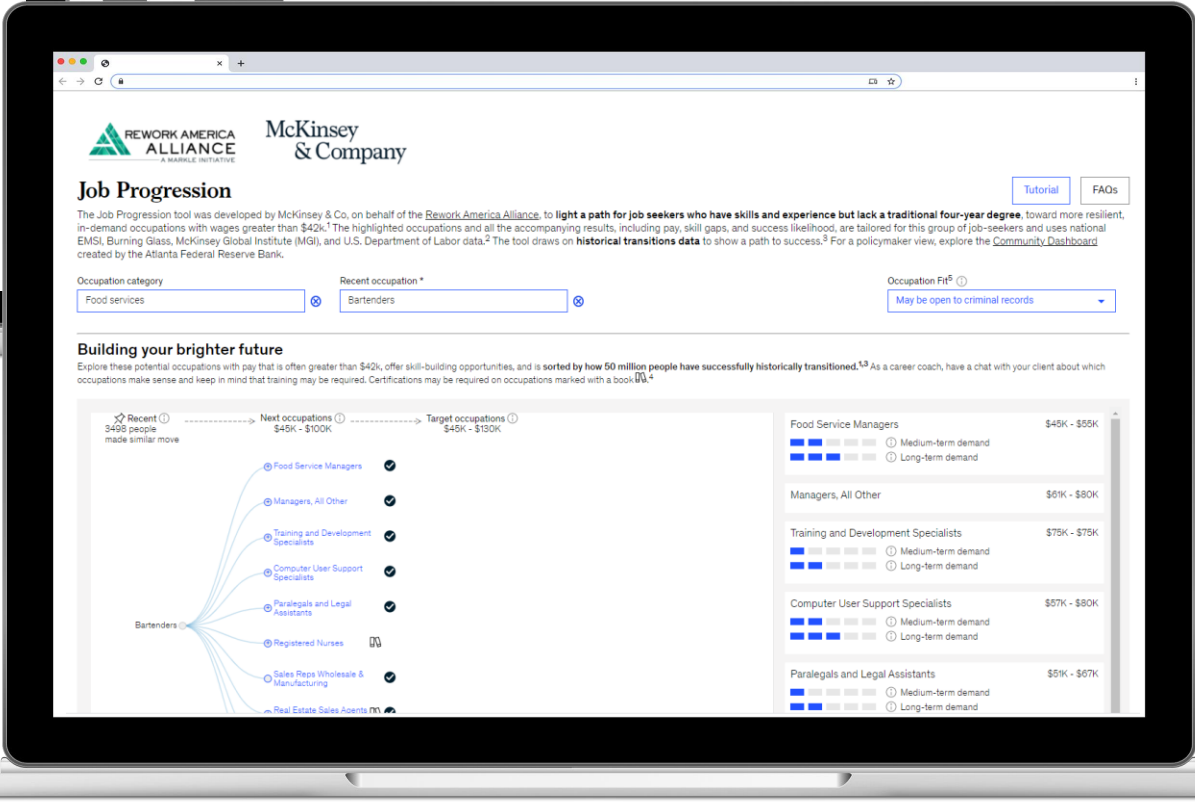
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Job Progression Tool



Skill My Resume



- Opportunities for coaches to discuss learnings, ask questions, share how the training is impacting their work
- Build community of support and network of coaches throughout the state



<https://www.skillful.com/career-coaches>

Rework America Alliance

Questions?

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Wrap-Up

Next Session: February 24th

[Register Here](#)

Job Ready Indy (JRI) is moving Online!

[New Video](#) outlining what to expect with the online move. [RSVP to the session](#) on 2/15 that goes over this new process!

Are you a new career coach, navigator, or case manager looking for resources?

Are you a seasoned professional with resources to share?

Check out the Resource Library where you can access & request materials to help as you serve jobseekers

ECOSYSTEM ENRICHMENT

YEARLY SCHEDULE

JULY 7/22 De-Escalation & Conflict Resolution How preventing and handling conflict in the workplace can impact your organization	AUGUST 8/26 Social Identity & Its Effect on Case Management Understanding how we perceive ourselves and the impact this has in the workplace and in life	SEPTEMBER 9/23 Career Assessments 101 Understanding how to leverage career assessments to better career planning and job placement
OCTOBER 10/28 The Basics of Career Training: What it Takes to Land Hot Jobs Learn about several career programs and opportunities and how to connect them to clients	 NOVEMBER 11/18 Employment Barriers & Making the Right Referrals Learn where to locate resources for your jobseekers based on their unique needs and how to make referrals	DECEMBER N/A No Presentation Happy Holidays!
 JANUARY 1/27 The Role of Active Listening in Client Relationships Understand the fundamentals of listening, and what barriers and behaviors encourage active listening	 FEBRUARY 2/24 EmployIndy Strategic Planning Stakeholder Session with Hedges Provide valuable feedback on EmployIndy's new Strategic Plan and hear progress on the current Plan	 MARCH 3/24 Employment Support for Individuals in Recovery Explore tools for improved coaching, and learn the uniqueness of finding and maintaining employment
 APRIL 4/28 Understanding the Benefits Cliff and How it Impacts Jobseekers How to talk to clients about benefits, what options exist, and what resources are available	 MAY 5/26 How to use LMI to Guide your Case Management & Coaching How using LMI data can help make the best informed decisions for clients	 JUNE 6/23 The Skills Employers Actually Want Understand employer perspectives to hiring and retaining employees

Closing Remarks

- Please make sure to download the Yearly Schedule!
- Quick Ending Poll
- Any last thoughts/announcements?
- Thanks for joining!