

YOUTH SERIES:
**Understanding
Change**

Overview: Organizations today are competing for consumers, so assuring that customers have a positive experience is a key aspect of any company's performance. Understanding the need for change and being able to quickly adapt to changes in the work place is key to being a valuable employee. This course will show the youth worker keys to understanding and accepting change in the work place. 2hr program

- Why do we have to Change or Adapt?
- Examples of Change in Your Life
- Shifting Gears and Changing Course
- What is the Ultimate Goal?
- What is Your Role and Expectations?
- What are your Benefits?
- Growth from Change

Meet the Trainer: Melissa Welker-Fitzgerald, B.S., M.Ed. Melissa holds a Bachelor of Science in Social Work and a Masters in Career and Technology Education with an emphasis in Training from Bowling Green State University. Melissa has worked in the social service, health care, retail, and education industries. Her experience includes management, training, account management, customer service, leadership, and career services.

