

VIVA Training Agenda

# Date

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| 8:30 to 9:00 | Registration and Reception |

# Date

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| 9:00 to 9:30 | Continental Breakfast |
| 9:30 to 10:30 | Welcome and Housekeeping  Introduce Facilitators and Trainers  Ice Breakers  Break in to Groups (2- 4 depending on how many volunteers we have) |
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| 10:30 to 12:30 | Confidentiality/Privacy Training  May I Help You Accessibility Training  Customer Service Training |
| 12:30 to 1:00 | Lunch |
| 1:00 to 3:00 | Appreciative Inquiry |
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| 3:00 to 3:30 | Wrap Up and Questions |
| 3:30 to 4:00 | Survey |
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