



Leadership Institute Training

Housing Services

AGENDA

Anchorage, Alaska

August 28-31, 2012

Day One

8:30 a.m. to 9:00 a.m.	Registration & Sign-In
9:00 a.m. to 10:00 a.m.	Course Syllabus and Student Introductions
10:00 a.m. to 10:15 a.m.	Break
10:15 a.m. to 11:45 a.m.	Beginning of Indian Housing
11:45 a.m. to 1:15 p.m.	Lunch
1:15 p.m. to 2:30 p.m.	Eligible Activities
2:30 p.m. to 2:45 p.m.	Break
2:45 p.m. to 4:00 p.m.	Eligible Participants
4:00 p.m. to 4:30 p.m.	Q & A

Day Two

8:30 a.m. to 9:00 a.m.	Sign-In
9:00 a.m. to 10:00 a.m.	Defining Resident Services
10:00 a.m. to 10:15 a.m.	Break
10:15 a.m. to 11:45 a.m.	Mutual Help Program
11:45 a.m. to 1:15 p.m.	Lunch
1:15 p.m. to 2:30 p.m.	Role of Resident Services
2:30 p.m. to 2:45 p.m.	Break
2:45 p.m. to 4:00 p.m.	Communications & Problems Solving
4:00 p.m. to 4:30 p.m.	Q & A

Day Three

8:30 a.m. to 9:00 a.m.	Sign-In
9:00 a.m. to 10:00 a.m.	Preparing for Resident Contacts
10:00 a.m. to 10:15 a.m.	Break
10:15 a.m. to 11:45 a.m.	Complaint Management
11:45 a.m. to 1:15 p.m.	Lunch
1:15 p.m. to 2:30 p.m.	Complaint Management
2:30 p.m. to 2:45 p.m.	Break
2:45 p.m. to 4:00 p.m.	Reporting Requirements
4:00 p.m. to 4:30 p.m.	Q & A

Day Four

8:30 a.m. to 12:00 p.m.	Course Examination
12:00 p.m. to 12:15 p.m.	Course Evaluation
12:15 p.m.	End of Course

Please Note: Times and topics, as specified on the agenda, are approximate and may vary depending on the pace of the class.