Laramie County Community College
WORKFORCE SOLUTIONS

SUPPORT STAFF EXCELLENCE ACADEMY

Own Your Role, Elevate Your Impact

6 SESSIONS	4 HOURS EACH	CERTIFICATE OF COMPLETION	À LA CARTE OR FULL SERIES

Why the Support Staff Excellence Academy

You don't need a title to make a difference — just the right skills, applied with intention. This six-session series for individual contributors and non-supervisory staff who keep organizations running and are ready to grow their influence right where they are: showing up sharper, communicating with confidence, and building a presence that gets noticed. No promotion required — just a clear, practical path forward.

WHAT YOU'LL GAIN

- ✓ Communicate with clarity and confidence, even without formal authority
- ✓ Influence outcomes, earn trust, and drive results through relationships, not rank
- ✓ Navigate shifting priorities and organizational change with adaptability instead of anxiety
- ✓ Develop the mindset and habits to stay steady, recover quickly, and keep performing under pressure
- ✓ Approach challenges with fresh thinking and practical tools that go beyond the obvious fix
- ✓ Plan, organize, and deliver work on time, even without a project manager title

Session Lineup

1	**Find Your Voice: Communication Essentials for Every Professional**	*Date: February 17, 2027 | Time: 8 a.m.-12 p.m. | Instructor: Melissa Martin | Cost: $119*
2	**Leading Without a Title**	*Date: March 2, 2027 | Time: 1 p.m.-5 p.m. | Instructor: Dana McCammon | Cost: $119*
3	**Embracing Change**	*Date: March 18, 2027 | Time: 8 a.m.- noon | Instructor: Melissa Martin | Cost: $119*
4	**Building Resilience**	*Date: April 13, 2027 | Time: 8 a.m.- noon | Instructor: Lisa Will | Cost: $119*
5	**Creative Problem Solving**	*Date: April 15, 2027 | Time: 8 a.m.- noon | Instructor: Lisa Will | Cost: $119*
6	**Practical Project Management**	*Date: April 28, 2027 | Time: 8 a.m.- noon | Instructor: Maryellen Tast | Cost: $119*

Don't Wait. Enroll Today!

https://lccc-workforce-development.coursestorm.com/

Have questions? Call 307-778-4381 or email dkaelin@lccc.wy.edu

Laramie County Community College • School of Outreach & Workforce Development • Business & Innovation
1400 E. College Drive, Cheyenne, WY 82007

SESSION DETAILS

1

WORKSHOP: Find Your Voice: Communication Essentials for Every Professional

February 17, 2027

DESCRIPTION: “Find Your Voice” is a 4-hour, in-person communication skills workshop built for individual contributors and non-supervisory staff — the people who get things done through influence, clarity, and relationships rather than formal authority. The session is organized around a five-part framework, V.O.I.C.E., that participants can carry back to their workplace the same day.

2

WORKSHOP: Leading Without a Title

March 2, 2027

DESCRIPTION: Formal authority isn’t the only source of leadership on a team. Every day, individual contributors shape culture, quality, and morale through the choices they make in meetings, hallway conversations, and moments of frustration. This workshop helps non-supervisory staff recognize the influence they already carry — and channel it toward solutions instead of complaints.

3

WORKSHOP: Embracing Change

March 18, 2027

DESCRIPTION: Change is here to stay. That's probably no secret to you. For years, we've all heard that the "only constant is change." Change is present in every aspect of your life and has become the norm in all organizations. The Embracing Change workshop explores the benefits of a particular change, collaborating with others to make the change work, and committing to its continuous improvement.

4

WORKSHOP: Building Resilience

April 12, 2027

DESCRIPTION: Stress is inevitable-but how we respond makes all the difference. This workshop provides practical tools to manage daily challenges with calm and clarity. Learn how to strengthen your physical, emotional, and mental resilience through simple, sustainable rhythms that support well-being at work and at home. Walk away with strategies to adapt, recover, and thrive.

5

WORKSHOP: Creative Problem Solving

April 15, 2027

DESCRIPTION: Transform challenges into opportunities with a fresh approach to problem-solving. This interactive workshop helps you break free from routine thinking, identify the traits of effective problem-solvers, and develop creative strategies to tackle workplace issues with confidence. Learn to shift from panic to possibility-and inspire innovation in yourself and your team.

6

WORKSHOP: Practical Project Management

April 28, 2027

DESCRIPTION: Join our 4-hour intensive workshop that equips you with essential project management skills. This practical training session guides you through the project life cycle from start to finish. You will leave with practical tools and strategies that help ensure project success.