

Laura is a student lead in our call center. Through her experience in the call center, including answering phone calls and LiveChats, she has developed skills for various communication methods and styles. These include professional communication, interpersonal communication, and how to ask additional questions to ensure she can provide a full answer. She has also developed conflict management skills, particularly when assisting a customer in a heightened emotional state.

Laura takes extra steps as a student lead to help our team's student employees. To make everyone feel welcome and included, she worked with a co-lead to put together a photo board project, which required her to explain why it's helpful and obtain information from other student employees. Additionally, she regularly checks in with other student employees to see how they are doing and how work is going. Opening up this communication channel allowed her to practice active listening and escalating any concerning issues.

In addition to work around the office, Laura completed a poster presentation called "Beyond the Resume" at the Student Success Conference, hosted by University of Colorado Boulder. She used many communication techniques during this process. Initially, she helped with developing the idea, writing the proposal, and communicating with organizers to plan the presentation. Once approved, she negotiated with her co-lead/co-presenter to determine how the poster should look and what information would be included. During the presentation, she practiced professional communication and networking to share her experiences.

Overall, Laura excels in communication in our office in all manners and continuously works to improve.