



Instructions to Participants - pick one clip to perform from below:

---

**Department of Instrumentation - Standards**

The following guidelines should be used for writing all departmental reports: Use only Times New Roman font in the report. Use 16 point Bold for titles, 12 point Bold for sub-titles and 12 point for normal text. The left margin should be 1 and 1 half inches, and the right, top and bottom margins should be 1 inch. Finally, all text should be left justified. Check with your department manager if you have any questions.

**ISMIE (pronounced IS-mee)**

Like the first ISMIE online “Documentation Workshop,” this activity is meant to explore documentation and recordkeeping issues that often create liability risks for physicians. This online course is part of ISMIE’s Managing Risk program, and is designed to help physicians implement effective risk management techniques in their daily medical practice.

**Retraining - Sexual Harassment**

This program, Workplace Harassment, focuses on sexual harassment issues, but also introduces you to other forms of discriminatory conduct that often form the basis of claims. This program also covers the retaliation prohibition. Workplace Harassment specifically emphasizes "intersectional discrimination," how sexual harassment claims often intersect with claims relating to race, religion, disability, and age.

**Retraining - Ageism**

The term ageism refers to a deep and profound prejudice against the elderly. In simple terms, ageism occurs when people stereotype others based on old age. Ageism occurs throughout society in varying degrees: in television, advertising, movies, stores, hospitals, and, as will be examined in this sensitivity training module, the workplace.

**Sales Training - Reviewing Closing Techniques**

With the Assumptive Close, the sales person acts as if the customer has already made a decision to buy. To perform the Assumptive Close, turn the focus of the conversation toward the next level of questions, such as how many they want, when they want it delivered, what size they need, and so on. Examples: When shall we deliver it to you? Will 20 cases be enough? Will you need our help installing it?

**Assembling a Graco Crib**

To start, screw the two back crib legs to the back rail bottom, attaching the bottom of the rail first, and then the top. Attach the next piece--which is called the back rail middle--to the top of the back rail with dowels, and to the two back crib legs with side screws and bolts. Insert dowels into the holes on the top of the back rail middle, and then affix the back rail top onto these dowels.

**Deconstructing a Glock**

The picture above shows a Glock G17, field stripped to the extent that the manufacturer recommends. Remember, if you get started and get lost, you will bear the expense of taking your parts to a trained gunsmith, or sending them to us to be assembled back into the original firearm. If you’re sure you’re ready, click the NEXT button to learn how to further disassemble your Glock G17.

**Calming an Angry Customer**

First, put yourself in the customer's shoes, and try to see the situation from his or her perspective. Don't try to cut him off, and don't urge him to calm down. Instead, listen carefully. Your job is to let the customer vent and to listen attentively, in order to understand the source of that frustration. When you do that, you send a powerful unspoken message that you care about him and his situation.