**Lunch & Learn**  
**Dr. Elizabeth Stanczak**  
“Dealing with Difficult People”

*24 completed surveys received of 36 total surveys sent out*

1. How would you rate Dr. Stanczak’s “Dealing with Difficult People” presentation?
   - **22** Excellent
   - **2** Good
   - **__** Average
   - **__** Poor

2. Did Dr. Stanczak’s lunch and learn presentation provide information to help you in your current position?
   - Yes **23**  
   - No **__**

3. What information from Dr. Stanczak’s presentation most interested you?
   - Defining Mental Illness **4**
   - How to safely approach a difficult person (“first things to do” and “what to do when things are getting out of hand”) **15**
   - Programs and Teams used at UTSA (SIRT and BIT) **15**
   - Other resources and methods of intervention (assessment, community resources) **9**

4. Would you attend future “Lunch and Learn” presentations if they were offered on a regular basis?
   - Yes **24**  
   - No **__**

5. Please list other professional development activities would you like to see at PAC?
Leadership Development for staff
Technology Forums
Mental Health Issues
Advising Reviews
Dealing with students who have various learning disabilities
New technologies/teaching techniques to aid student learning/instructor effectiveness
Trends in mental health issues in population as whole, in population we encounter at PAC (graduating HS students, returning veterans, single mothers, Hispanics)
Counseling Department-what services they offer, what they can do
How to read behaviors like chronic sleeping in class, compulsive talkativeness, not turning in homework
Holiday Blues: Tips to overcome holiday depression
Retirement planning: surviving the recession
Stress Relief: Relaxation techniques
Happiness: know the beauty within
Series of professional development series that are specific to particular fields of study: meeting requirements for tenure in specific field of education when travel money has been decreased from district.
Programs that are working at other colleges
Safety programs
How to “advise” students
Professional Development for teachers/instructors
Dept specific topics to increase interdisciplinary approach (on a rotating basis)
Reading a professional article or book related to teaching/learning and a seminar discussion of the material
Sharing teaching strategies that worked across disciplines
Professional development for staff in dealing with students
Student retention
Developing effective adjunct faculty
Presentation from various staff suggesting protocol for responding to difficult students, all within the scope of our own campus resources
Telephone etiquette
How to teach critical thinking
How to use critical thinking in the classroom
How to address concerns about disruptive co-workers or students. What is the protocol and how do we document, what is the policy
Active Shooter training
Wellness
Leadership
A Distinguished Speaker series on various topics
• Programs available around the city that are available to our students and to which we could refer students