Participant Pre-Work Activity

Length of time to complete: 10-15 minutes

Instructions for participants: Prior to attending this training, take a few minutes to think about and respond to the following writing prompt. Write or type your responses and have them available during the training.

What has been your biggest challenge related to staff performance or other challenges with APS staff? How did you address it? Was it addressed with success? What challenges or barriers did you encounter in trying to address the issue?