



Human Resources Development

13th Annual Staff Retreat Outcomes Report

"Catch the Energy, Build a New Attitude"

**Austin, Texas
April 21 – 23, 2006**



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Mari Reyes, Administrative Assistant

Facilitation Team Members

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Maria Gutierrez
Luisa Huante
Elida Martinez**

**Juan Gaytan
Nasser Hamdan
Lucia Luevano
Mari Reyes**

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INTRODUCTION

“Catch the Energy, Build a New Attitude,” was the theme for the 13th Annual Staff Retreat in Austin, Texas; and the 60 employees who attended will stand behind me in declaring that this had to be one of the most successful retreats ever. This retreat will long be remembered as a fun, enlightening, and a great experience for all. We had a great time. Employees came back pumped up, motivated, and proud to be part of the El Paso Community College family. We learned and above all we had FUN! We are confident that we can apply the principles of the Fish Philosophy, but most importantly, we learned how to feel, share and care for each other. The components of “Fish,” and “Fish Sticks,” will be useful tools that we all can use to “Achieve the Dream” of the El Paso Community College. Participants have commented that they are eager to participate in future retreats, and feel that this type of training should be given to all employees, supervisors, and administrators.

The Office of Human Resources Development will make this training program available on site to departments upon request. We believe that the information presented at this year’s retreat will add value and contribute to the mission and vision of EPCC.

The success of the retreat did not just happen; it took many months of preparation and planning. Its success is directly attributed to the dedication, commitment and hard work of the facilitation team, Nasser Hamden, Paula Chávez, Mari Reyes, Maria Gutierrez, Luisa Huante, Juan Gaytan, Argelio Navarro, Elida Martinez, and Lucia Luevano. The facilitation team took care of many duties. These tasks included, the retreat agenda, promoting and marketing the event, developing the video production, coordinating after work activities, preparing the goody bags, ensuring that all the activities took place as planned, and, of course, facilitation of the event itself. Their hard work, creativity and resourcefulness are commendable. In addition, the team worked very hard to bring in donations for the auction and goody bags.

Our thanks also, to the many people and organizations that supported this event. Thanks to all the EPCC departments, organizations, and businesses that donated items for the auction and goody bags. These donors are listed in this report.

Last, but not least, our special thanks to Dr. Richard M. Rhodes, and Dr. Ernst Roberts who we know that without their support and vision, the annual staff retreat would not be possible.

Alex Hernandez, Director
Human Resources Development



**13th Annual Staff Retreat
Austin, Texas
April 21 – 23, 2006**



“Catch the Energy, Build a New Attitude”

AGENDA

Thursday, April 20, 2006

11:00 a.m. – 12:00 p.m. Participant meeting at ASC Auditorium – General information for next day’s air flight and issue name tags, and goody bags.

12:00 p.m. Dr. Ernst Roberts’ send-off comments (on behalf of Dr. Rhodes)

Friday, April 21, 2006

5:30 a.m. Arrive at El Paso International Airport. Will meet at gate, (2nd floor) roll call will be taken.

7:00 a.m. Board Southwest Airlines – Flight # 1359

9:30 a.m. Arrive at Austin International Airport

9:35 a.m. to 9:50 a.m. Board shuttle buses to Capitol Place Hotel (Head count)

10:00 a.m. Arrive at Capitol Place Hotel. Drop off luggage. Participants are on their own until 3:00 p.m.

3:00 p.m. Check-in at hotel

6:00 p.m. to 8:00 p.m. -Dinner and Retreat Opening
-Business casual
-Introduce facilitation team/participants
-Keynote Speaker – Dr. Ernst Roberts, Exec Asst to President, EPCC
-Icebreaker – Juan Gaytan

Saturday, April 22, 2006

7:00 a.m. to 8:00 a.m. All American Breakfast

8:00 a.m. to 8:05 a.m. Theme Overview and Objectives

8:05 a.m. to 8:10 a.m. Power Point Presentation

8:10 a.m. to 8:30 a.m. FISH! Video (20 minutes)

8:30 a.m. to 8:35 a.m. Power Point Presentation

8:35 a.m. to 9:45 a.m. Breakout Session: Each group will choose one of the components of the FISH Philosophy i.e.; Play, Be There, Make Their Day, or Choose Your Attitude, and answer and discuss this question. What does this component mean to you and how might you implement it at EPCC? Groups will use their workbook. Each group will also develop a skit that is related to the component chosen.

9:45 a.m. to 10:45 a.m.	Group Presentations and Skit
10:45 a.m. to 10:50 a.m.	Power Point Presentation
10:50 a.m. to 11:10 a.m. . . .	FISH Sticks Video (20 minutes)
11:10 a.m. to 12:10 p.m.	Breakout Session (Each group will choose one of the components of the FISH STICKS , i.e.; Vision, Be It, Coach It, or Commit, and answer and discuss this question. What does this component mean to you and how might you implement it at EPCC? Groups will use their work book.
12:10 p.m. to 1:10 p.m.	Lunch
1:10 p.m. – 1:15 p.m.	Power Point Presentation - Alex
1:15 p.m. to 2:15 p.m.	Group Presentations

Sunday, April 23, 2006

7:00 a.m. to 8:00 a.m.	All American Breakfast
8:00 a.m. to 8:05 a.m.	FISH Tales Overview
8:05 a.m. to 8:25 a.m.	FISH! Tales Video (20 minutes)
8:25 a.m. to 9:30 a.m.	Breakout session: Each group will brain storm and put it all together. Using your imagination and creativity develop a picture, diagram, list or plan that puts all the components of FISH together. Each group will do a brief presentation of their creation.
9:30 a.m. to 10:15 a.m.	Group presentations
10:15 a.m. to 10:25 a.m.	“All I Need to Know,” by Alex Hernandez
10:25 a.m. to 11:45 a.m.	Fish Auction
11:45 a.m. to 12:00 p.m.	Awards Ceremony
12:00 p.m. to 1:00 p.m.	Lunch
1:00 p.m. to 3:00 p.m.	Free time
3:00 p.m.	Meet at Hotel to pick-up luggage
3:15 p.m. to 3:30 p.m.	Board shuttle buses to Austin International Airport
4:50 p.m.	Board Southwest Airlines – Flight # 1830
5:25 p.m.	Arrive at El Paso International Airport

PARTICIPANTS LIST

Classified Staff

Adame, Leticia
Alvarez, Leticia
Arriaga, Fernando
Arteaga, Jose
Azcarate, Ildefonso
Cabral, Elia Veronica
Cano, Antonio
Chávez, Georgina
Castillo, Dolores
Delgado, Maria Guadalupe
Duran, Patricia
Erivez, Graciela
Gaytan, Juan
Gonzalez, Laura
Gunnells, Patricia
Hernandez, Patricia
Jaramillo, Claudia
Juarez, Luis
Kabariti, Cynthia
Lazarin, Olga
Leon-Guerrero, Maria
Loya, Alma
Lujan, Marisela
Martinez, Juana Martha
Mendoza, Magdalena
Mendoza, Veronica
Oatley, Chris
Olan, Cecilia
Payan, Angelica
Quiñonez, Belinda Guerra
Ramirez, Graciano
Retana, Rebecca M.
Rodriguez, Amenda

Rodriguez, Minerva
Rosales, Laura
Saldivar, Elizabeth
Sanchez, Irma
Sanchez-Villalba, Bianca
Serna, Maria R.
Sims, Michelle
Stansbury, Seta
Urenda, Leticia
Urias, Norma
Villalba, Maria

Professional Staff

Arroyo, Rosa
Ferrer, T.J.
Hernandez, Emma
Morgan, Charles
Olivares, Christina
Sayers, Patti K.
Yanez, Albert

Facilitators

Chávez, Paula
Gaytan, Juan
Gutierrez, Maria
Hamdan, Nasser
Huante, Luisa
Luevano, Lucia
Martinez, Elida
Reyes, Mari

BREAKOUT GROUPS

Group # 1 (Tiger Fish) **Juan Gaytan & Elida Martinez**

Play	Vision
Gunnells, Patricia, Evaluations	
Olan, Cecilia, Reading Lab	
Kabariti, Cynthia, CE for Health	
Urias, Norma, Financial Aid	
Rodriguez, Amenda, ISC	
Loya, Alma, VP Research & Development	
Duran, Patricia, Accounts Receivable	
Villalba, Maria, Fire Technology	
Gonzalez, Laura, Counseling	
Juarez, Luis, Police Dept.	
Cano, Antonio, Physical Plant	
Azcarate, Ildefonso, Library Tech. Services	

Group # 2 (Nemos) **Mari Reyes & Maria Gutierrez**

Be There	Commit
Quiñonez, Belinda, Admissions	
Olivares, Christina, Registrar	
Leon-Guerrero, Maria, Veteran's Affairs	
Urenda, Leticia, Accounts Receivable	
Delgado, Maria G., ACS Lab	
Hernandez, Patricia, Registrar	
Lazarin, Olga, Admissions Health Occupations	
Rosales, Laura, ISC	
Miramontes, Veronica, Testing	
Retana, Rebecca, Library	
Ferrer, T.J., Personnel Services	
Arteaga, Jose, Physical Plant	

Group # 3 (Shark Tales) **Nasser Hamdan & Luisa Huante**

Choose your Attitude	Coach it
Chávez, Georgina, Admissions	
Sanchez-Villalba, Bianca, Financial Aid	
Martinez, Juana Martha, Financial Aid	
Alvarez, Leticia, Personnel Services	
Cabral, Elia Veronica, Testing	
Saldivar, Elizabeth, Title V	
Sims, Michelle, Biology Lab	
Lujan, Marisela, CSD	
Mendoza, Magdalena, Accounting	
Rodriguez, Minerva, Title V	
Arriaga, Fernando, Physical Plant	
Ramirez, Graciano, Police Dept.	
Sanchez, Irma, Registrar	

Group # 4 (Plecosthamus) **Paula Chávez & Lucia Luevano**

Make their Day	Be it
Serna, Maria R., CSD	
Arroyo, Rosa, Registrar	
Sayers, Patti, Information Technology	
Stansbury, Seta, Police Dept.	
Payan, Angelica, Accounts Receivable	
Castillo, Dolores, Registrar	
Jaramillo, Claudia, Financial Aid	
Hernandez, Emma, VP Office of Instruction	
Adame, Leticia, Library Tech. Services	
Erivez, Graciela, Co-Op & Job Placement	
Yanez, Albert, Personnel Services	
Oatley, Chris, Curriculum & Inst. Dev.	
Morgan, Charles, Information Technology	

DAILY ACTIVITIES

Thursday

The retreat officially began Thursday afternoon when participants were issued flight itineraries, t-shirts and goody bags. Instructions for the next morning's flight were given. Dr. Ernst Roberts, EPCC Executive Assistant to the President, addressed the group on behalf of Dr. Richard M. Rhodes, EPCC President, wishing us a safe and productive weekend and letting participants know that they were in for an unforgettable experience.

Friday

Bright eyed and bushy tailed or maybe half asleep many of the participants started arriving as early as 4:30 a.m. at the airport. Why so early? Well, the incentive to get there first, would be to be awarded "auction money" by the facilitation team. Marisela and Charlie were the first ones, so they received the "auction money." Nasser Hamden took roll call just before we took off; just making sure that no one would be left behind. We got to Austin, Texas at about 9:30 a.m.; from there, we boarded two shuttle buses that took us to the Capitol Place Hotel. Upon arriving at the Capitol Place, we dropped off our luggage and had some free time until about 3 o'clock, so we went to eat, and looked around 6th Street. Some of us had lunch at the "The Boiling Pot." Eating there was quite an experience, the food was dumped on your table, (no plates), and the little critters had eyes that starred back at you. For those who ordered lobster or crab, they had to bang it open with a wood hammer. We had fun, but some would never eat there again.



At 6 p.m. we met at the "Colorado Room" on the 18th floor for a formal dinner and plan the activities to follow. Alex kicked off the event by asking the participants to introduce themselves and tell the group about "what you did this afternoon" and the person who did the most exotic thing would get some "auction money". Some went to the Capitol, others to 6th Street to look around but, Cynthia Kabariti maybe out-did us all with what she did. No, I am not saying; go ask her if she wants to share.

Dr. Roberts, who was our guest speaker, addressed the group with a fine speech to end our general session. Juan Gaytan orchestrated an ice breaker called "Hot fish", which was dancing in a circle, and throwing stuffed fish within a circle. The person who ended up with the fish was out of the game. The winners of this event were Rebecca Retana and Cecilia Olan, who won "auction money". This took care of the planned events, and afterward we all went out to have some fun on 6th Street. I wish I could tell you what we did, but no, what happens in Austin after hours, stays in Austin. However, if you want to find out, go ask the participants. The names of the participants are listed in this report.

Saturday

Saturday morning we had an all American breakfast at the "Rooftop Cafe" on the 18th floor of the Hotel. Then, we all met at the Executive Meeting Center where the workshop opened by sharing with the participants an overview of the "Fish Philosophy" and goals and objectives.

Any job can be boring, if your frame of mind allows it to. "Fish" is the story of how a group of fish market workers transform their work environment into an exciting, fun, and motivating place to work at. This story teaches us that work should be fun, engage customers in the playfulness, give customers the feeling that they are being listened to, and motivate employees to have a positive attitude. "Fish Sticks" is a follow-up which teaches that in order to continue the principles of "Fish", we adhere to the vision of the organization, commit to it, be ourselves, and help each other out by learning how to be a "coach" to our colleagues. The last part of the program dealt with "Fish Tales", which lets us know that these principles can be applied to any organization. If it works in a fish market, it can certainly work at EPCC.

After the power point presentation by Alex Hernandez and watching the video, retreat participants were asked to break out into four groups to discuss and answer questions from their "Fish" booklet. Each group was given as a discussion topic one of the components of the "FISH PHILOSOPHY" i.e., "Play, Be There, Make Their Day, or Choose Your Attitude". Groups were also instructed to develop a 10 minute skit related to the topic they had been assigned. Upon completion of their breakout session, the groups reconvened and gave their presentation to the entire group. The groups also presented their skits. Needless to say, all groups did a great job presenting, and their skits were very creative. Findings from the discussion groups are on pages 11 - 14 of this report.

After their presentations and skits, Alex Hernandez provided another power point presentation and the group viewed the "Fish Sticks" video.

After that, the groups went to their respective break out sessions. Each group was given one of the components of the FISH STICKS, i.e.; "Vision, Be It, Coach It, or Commit", to discuss and answer the following question, what does this component mean to you and how might you implement it at EPCC? Groups used their work books to discuss and answer other questions. When the groups finished their discussions they reconvened in the general session room to make their presentations. The findings of their brainstorming and discussions can be found on pages 15 -18 of this outcomes report.

We broke for lunch at about 12:10 p.m. and reconvened in the general session room for the best surprise of the retreat. In the spirit of having fun, the facilitation team had prepared a video directed by no other than Nasser Hamden, entitled "Saving Nemo," where cast members were no other than the facilitation team themselves. The participants were told, as connived by the facilitation team, that we needed to change from a spirit of fun and games to a more serious mode, because we had a very serious message from Dr. Richard M. Rhodes, EPCC President. The group fell for it, got very serious, and took out their pens to take notes. Instead of a serious message from Dr. Rhodes, Nasser and Juan performed a skit acting as "Dr. Evil and Mini me". The group was told that Dr. Evil and Mini me had just kidnapped the facilitation team and Nemo. To really appreciate how funny the video is, one would have to see it. The video is available for viewing at the Human Resources Development Department. After much fun and laughter the group closed for the day, the participants went in groups to sightsee, tour, and enjoy Austin, Texas.

Sunday

Sunday morning, after breakfast, the participants met in the general session room to begin working for the day. They started the morning by watching the last video, entitled “Fish Tales”. The video demonstrates how the “Fish Philosophy” and “Fish Sticks” can be applied to any organization.

After the video, groups went to their respective break out sessions to brainstorm and prepare a presentation on how they would put it all together. Using their imagination the groups were instructed to create a picture, diagram, list, or plan that incorporates all the components of “FISH PHILOSOPHY” together. Upon completion of the assignment, the group reconvened in the general session room to make a presentation on their findings. Pictures of their creations can be found on pages 13 –16 of this outcomes report.

After the presentations, Alex Hernandez rendered a speech entitled, “All I Need to Know About How to Live, I Learned in Kindergarten” by Robert Fulghrum. The speech was very well received by the group.

At this point the participants completed the program evaluation, which received very high ratings. The analysis and comments of the evaluations are on pages 17 - 21 of this report. The participants had an opportunity to sign the traditional retreat banner, which will be displayed at each campus throughout the year. Dr. Roberts gave some closing remarks and then Alex proceeded with the awards ceremony to recognize the facilitation team for their hard work in this retreat.

One of the most expected activities of the retreat is the “Auction” where the money is “fishy” but the items are real, ranging from a wall size picture, to a free night stay at the Hilton Hotel. Like last year, instead of carrying all the items to Austin, pictures of the packages were taken and displayed in a power point presentation. This worked well and the highest bidders were given a certificate with a picture of the item to claim back at the College. Participants had fun bidding “lots of money” for some very exciting prizes.

The auction was over at about noon and that concluded the program. After that, we proceeded to have a great lunch and we had some free time until 3:00 p.m. Some of us went to pay our last visit to Sixth Street just to look around and do some last minute shopping, or just settle the big meal. At 3:15 p.m. we boarded the shuttle buses back to the airport. We boarded flight #1830 and were back in El Paso at about 5:30 p.m.

We went, we learned, we had fun, and we returned knowing that we were now better people.



Breakout Group Reports

Saturday Session

Tiger Fish – Juan Gaytan & Elida Martinez – “Play”

1. What can you do to make your job more fun?

- Have a good attitude
- Be polite
- Decorate – candies to match
- Bring food
- Be concerned
- Eye contact
- Listening
- Smiles and laughter
- Throw something
- Say their name

2. What Other Ways Can You Play at Work?

- Music
- Jokes
- Break the monotony



Plecothamus – Paula Chavez & Lucia Luevano – “Make their day”

1. What can you do to make your energy contagious?

- Smile while talking (phone/person)
- Listen to what they have to say
- Meet their needs
- Awareness
- Embrace
- First impression
- Give options
- Positive attitude
- Make the best out of a bad situation
- Compliment
- Personal connection (Personalized)
- Acknowledge
- No stupid questions
- Always be available
- Go an extra mile
- Be well informed of other work areas
- Team effort
- Acknowledge
- No stupid questions
- Always be available
- Be well informed of other work areas
- Team effort



Nemos – Maria Gutierrez & Mari Reyes – “Be there”

1. How are you “being” on the job?

- Listen
- Focus
(Separate Personal Issues from work)
- Acknowledge
(Recognize people around you (Employees/Patrons))
- Be visible
(Show-up – Follow-up – Be Physically Present)
- Be patient
- Smile – Be courteous
- Communicate
- Provide excellent customer service
- Provide undivided attention



Shark Tales – Luisa Huante & Nasser Hamdan – “Choose your attitude”

1. How would your day have been if chosen to be **negative**?

- Long day
- Miserable
- Stressful
- Impatient
- Negative attitude
- Performance is reduced
- Bad facial expression
- Drag others down
- Start arguments
- Envious
- No participation

Good Mood

- Spread the wealth
- Take care of the situation
- Change yourself in order to help others
- Improves your health
- Help
- Stress caused by negative attention



Breakout Groups Reports

Sunday Session

Tiger Fish – Juan Gaytan & Elida Martinez – “Vision”

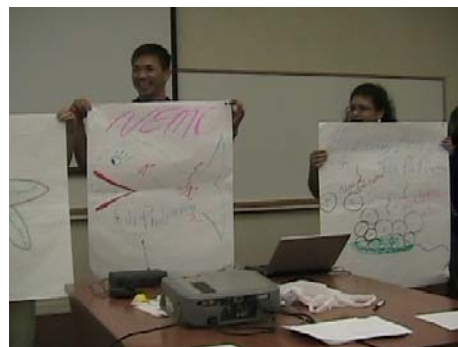
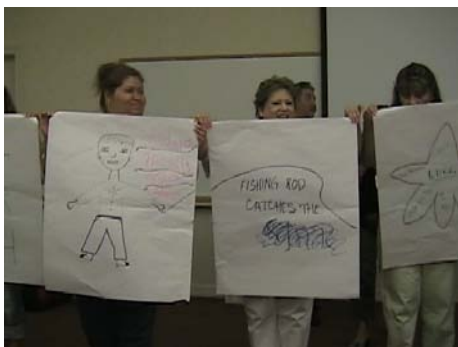
The elements of our vision include:

- Need direction
- Goals make the vision clear
- Sense of belonging to the team
- To see the **BIG** picture
- To be successful!



Nemos – Maria Gutierrez & Mari Reyes – “Commit”

1. What Commitments have you made in your life?
 - Parenting
 - Higher education
 - Personal enrichment
 - Health
 - Reinstall good morals and values
 - Common sense
2. What are some of the ways your colleagues demonstrate their commitment to the vision?
 - Teamwork
 - Dedication
 - Loyalty
 - Consistency
 - Honesty
 - Positive Attitude
 - Sharing knowledge/information
 - Adopting to change
3. List some of the responsibilities you automatically assume once you commit to the vision in your place of work.
 - Follow through
 - Self motivation
 - Self sufficiency
 - Team player
 - Communicate (disseminate information)
 - Be a mentor/coach
4. What are the personal rewards of commitment?
 - Success
 - Recognition
 - Financial rewards
 - Better working environment
 - Personal gratification
 - Job security



Plecothamus – Paula Chavez & Lucia Luevano – “Be it”

1. Have you thought about the joy you could bring to others by the way you “Be it”?
 - Positive attitude
 - Loving your job
 - Helping others
 - Share your skills
 - Be accessible
 - Go beyond
 - The extra 5 miles
 - Motivate / humor
 - Improve surroundings
 - Create the right environment
 - Innovation
 - Be all you can be
 - Think out of the box
 - Leave your comfort zone
 - Keep it fresh
 - Keep someone from sinking
 - Celebrate success
 - Step up, reach out, make a difference, pass it on
2. Have you ever encountered someone who brought a smile to your face in an ordinary situation?
 - One of the participants smiled at a stranger and that stranger thanked her for her attention and for making her day.
 - An encounter with a teacher in second grade, her loving attention and sincerity has influenced her to this day.



Shark Tales – Luisa Huante & Nasser Hamdan – “Coach it”

1. How do you coach someone who has a very different job than yours?

- Listen to what is said
- Know something of others job
- Have some knowledge
- Learn about each others functions
- Attend retreat
- Meet co-workers

2. How can you make it easier for others to coach you?

- Be open minded
- Accept constructive criticism
- Start your day with a good attitude
- Respect one another
- Do not take it personal



Evaluation Report Comments

What did you learn from the “Fish” philosophy?

- That no matter where you work or what you do, apply the fish philosophy so that work remains fun.
- That work does not have to be drudgery and that it could be fun and exciting. A happy employee is a productive employee.
- Work can be fun. It needs to start from above and trickle down.
- Life is what you make it!!! Make work “FUN”. Laughter is contagious!!!
- That we all have a choice to improve our attitude and the kind of day that we are going to have.
- (Unity) Have a positive attitude towards all aspects of lives and to others, have respect and kindness.
- It’s okay to have fun wherever we are... Positive attitudes do make a difference in everyone’s life and we must believe in ourselves and others.
- It will allow me to share my new attitude with my co-workers back home.
- Teamwork with a positive attitude at ALL levels will/make EPCC a greater/better place to work at.
- How to work better with students and lots of teamwork.
- “Honestly”, very much.
- There is a need to have a clear vision in order for employees to commit themselves to the college while choosing an attitude to make your day “happen”. Work should be constructive playfulness. Be there for each other and coach each other and be it.
- Fun is not only useful in creating an efficient work environment, but also quite necessary.
- You make your own attitude daily, and I’ll be sharing with staff members this concept.
- What I learned was that team work helps and it gets work/projects completed faster.
- That we as EPCC family’s need to work more with each other to make this possible, make it a reality.
- That you can control your own attitude.
- Attitude is everything!!!
- To be more receptive to criticism and to grow with one another.
- To use all the elements to continue to keep EPCC.....
- To have a better attitude, be there, make their day, play with co-workers to have a better place to work at.
- That all departments have the same goal in mind, “to get along”.
- The most important thing to be successful in anything in life I the attitude I choose.
- To have **FUN** at work.
- Everything.
- The positive reward it gives others and me.
- Have a good attitude, be it, coach it, and have a vision.
- To work with people with fun.
- I learned about making the workplace a better place to be.
- Attitude and team work.
- To “be it”. It was a great experience that hopefully many employees end up coming to this event.
- ATTITUDES!
- Having fun does not necessarily means being goofy.
- It’s self motivated.
- Have fun and enjoy your job.
- Attitude is everything.
- You determine your attitude everyday.
- We all need to work together to “achieve the dream”. It’s all about commitment!
- Entertainment, fun, and a happier environment w/ your co-workers & other employees, and especially “the people”.

- Positive environment always equals a more efficient and productive office or business. That the methodology works when everyone is involved.
- What I did learn is that we have to always carry a positive attitude and always be willing to help others.
- To share information and to socialize with others.
- To have a better attitude and be a better person with others.
- How strong you become when you see it and work hand on. Great job!!!
- With a good attitude and some creativity, work can be fun and contagious!
- To play around, have a good time at work.

What would you change or do different?

- I would try to get a department as a whole & apply this, and get feedback from all employees.
- Nothing in particular. The program was great as is, providing the opportunity to learn & socialize with other staff.
- Retreat was very enlightening and effective.
- This retreat was fabulous!!! I wouldn't change anything!
- Great job to all, and many thanks to Dr. Roberts for the vision and to show us that we are a family at EPCC.
- Assure that all participants speak up & get involved.
- Nothing! – It was absolutely professional and well organized, Thanks.
- Nothing.
- Include/provide this session to higher management; show our video to them, so they may be aware of employees' input.
- Nothing.
- More staff retreats or different ones throughout the year, so more people can attend.
- Nothing.
- Nothing. Workshops & facilitation was outstanding and fun.
- Everything was excellent.
- Nothing.
- More participation from higher level administrators.
- Depart on Thursday instead of Friday.
- Nothing.
- More time to reach goals.
- Nothing.
- Nothing, everything was great.
- No change. Everything was well set up. Extraordinary retreat.
- Need more organization with tours, be better informed.
- As is – is good.
- None.
- The facilitators should give more money to the entire group and not only their favorites.
- Same.
- Everything was fine.
- Nothing, everything was excellent.
- The money should be distributed to everyone equally.
- These retreats are very fulfilling. One thing I do suggest is having these retreats somewhere else like faculty. They are held in the surrounding areas of El Paso (Tucson, San Antonio, Austin, and Ruidoso).
- A little more organized.
- Have a better or positive attitude.
- All facilitators need to be more involved – most were, two were not.
- Be friendlier.
- None, everything was good. Hopefully it applies to everybody.

- Ensure that all department supervisors (all levels to include cabinet) be required to take the training. In order for it to work, everyone has to accept the philosophy.
- What I would do different or change is that I am going to apply all I learned in this retreat to my co-workers, but this time I'm going to do it for real.
- More time.
- Please ask all the facilitators to be friendly and smile. Please ask them not to make ugly comments to people. Someone also cried. I saw their eyes watery.
- Nothing.
- N/A.

Comments:

- The fish concept can be implemented college-wide starting with administrators and those that are supervisors. Employees usually cannot implement these changes without admin. Understanding these concepts.
- Possibly bring in an inspirational speaker. No offense to Dr. Roberts, he is great! Food was great and plenty. In between snacks was refreshing. Hats off to the facilitators and Mari for an excellent retreat. Special thanks to Mari for her great skills and fairness and bringing her professional attitude.
- This workshop should be mandatory. It has reenergized me & I can't wait to go back to work!!! Hadn't felt this way for a while...
- People I would like to see come on the team are T. J. Ferrer, Belinda Quiñonez, Guadalupe Delgado, Olga Lazarin; outstanding personalities & strong, & new friends.
- All EPCC staff, friends, participants were wonderful. Please work on Ms. Maria Luisa. Training was very educational, and with this, most definitely will apply to everything and anything.
- We should use the fact that Dr. Ernst Roberts joined the activities and had the chance to listen to our comments as an example to the other administrators so they may one day join the participants in these retreats. Thank you!!
- This philosophy is great. I know from personal experience, it does work!
- Excellent service from Hotel Management. Facilitators were very professional and valuable players at our sessions.
- I love it, thanks.
- All people were kind.
- Thank you for this opportunity.
- Strongly believe that workshops like this should be mandatory for supervisors & administrators.
- Good job.
- I loved it!!! It was great!!!
- I like to take this moment to say thank you to all the facilitators, coordinators, and most definitely to Dr. Roberts and his lovely wife for sharing their time with us.
- Great job guys!
- The retreat was great, not so much food between meals.
- Thank you!
- Thanks, I had a great time.
- Thank-x everybody.
- Everything was great!!! Thanks.
- None.
- Recommend to supervisors.
- Good job!
- Keep the good work, sincerely.
- Let's try again for Seattle or some place else besides El Paso's surrounding areas.
- More supervisors and managers should attend these sessions.
- This is the best retreat ever! YEAH
- Some facilitators were a little weak, did not say anything.

- Make sure or mandatory for all managers/supervisors to attend this workshop (Fish Philosophy).
- At this workshop everybody worked together beautifully, we have to maintain that throughout the year. Management should have it too along with us.
- Great!!!
- This was a life changing experience.
- Excellent! Motivational! Great way to interact with other fellow employees!
- I was really touched by the Fish Philosophy. We should have everybody practice it.
- Workshop was great w/lots of positive thoughts. Thanks.
- This was an excellent retreat. What I would suggest is that the employees that really need to attend these retreats do not attend these retreats.
- Thank you.
- Money is not passed or given to the correct persons.
- As a new facilitator, they should need to smile and be friendlier, they should not use negative comments or negative body movements, and the main purpose is to be happy and always smile and make everyone smile. I know everyone needs to learn the role of a facilitator (which may not be easy). Please show and train facilitators to be nice. Everyone was great! But one (the new one); with training, I feel confident that they can improve. She was very friendly to me at all times, but I did observe were she needs a little work. Other than that, everything was great. Great job to all the facilitators. Thanks.
- This training made work fun! Let's keep it going...
- The facilitators did an outstanding job. Thank you.

13th Annual Staff Retreat Evaluation

	Strongly Agree	Agree	Somewhat disagree	Disagree	Strongly disagree
1. This training has increased my knowledge and understanding about the principles of the "Fish" philosophy.	46	4			
2. Because of this training I am now able to apply the principles of the "Fish" philosophy.	40	10			
3. The objectives of the sessions were clearly explained.	43	5			
4. This training has provided me with the necessary skills to influence others in the "Vision" of EPCC.	41	6	1		
5. I would recommend this training for other employees.	45	2			

Donors List Report

Adventure Zone

251 E. Redd Rd
El Paso, TX. 79932
2 - \$50 Gift Card

Airline International

8701 Montana Ave.

El Paso, TX. 79925

1 - \$85 Paolo Cerulli Wood Pen

Alexandro's Mexican Food

5655 Gateway West @ Paisano
El Paso, TX. 79925
1 - \$20 Lunch or Dinner Certificate

AmeriSuites

6030 Gateway Blvd.
East El Paso, TX. 79905

1 - One weekend night stay certificate

Andale! Restaurant

9201 Gateway West
El Paso, TX. 79925

1 - \$20 Gift Certificate

Applebee's

5835 Onyx, Ste 300
El Paso, TX. 79912

1 - \$20 Gift Card

Avida Salon & Spa

6101 Gateway West, Ste 1
El Paso, TX. 79925

1 - \$45 Haircut/Manicure Gift Card

Avila's Restaurant

6232 N. Mesa St
El Paso, TX. 79912

1 - \$15 Gift Card

Bali Body Works

1827 Lomaland
El Paso, TX. 79936

1 - Hair Cut & Style Certificate

Becky Villa

Mission Del Paso Campus
El Paso, TX. 79928

1 - Ladies' Watch

Budweiser Gift Store

1011 Hawkins Blvd.
El Paso, TX. 79915

1 - \$35 Budweiser Mug

Capetto's Italian Restaurant

2716 Montana
El Paso, TX. 79903

1 - \$25 Gift Certificate

Carmen Munoz

3400 Dungarvan
El Paso, TX. 79925

1 - Mary Kay Men's Body Wash Prod Gift Bag

Casa Bella Home Furnishings

500 N. Zaragoza
El Paso, TX. 79907

1 - \$299 Framed Picture

Cattle Barron's Steak & Seafood Rest.

1700 Airway Blvd.
El Paso, TX. 79925

1 - \$25 Gift Card

Cattleman's Steakhouse

P.O. Box 1056
Fabens, TX 79838

1 - \$25 Gift Certificate

Charlotte's

5411 N. Mesa
El Paso, TX. 79912

1 - \$34 Brown Travel Bag

Chase Suite Hotel

6971 Montana Ave
El Paso, TX. 79925

1 - One night stay for two certificate & gift basket

Cheddar's Casual Café

11895 Gateway West
El Paso, TX. 79936

1 - \$20 Gift Certificate

Clara Topete

Mission Del Paso Campus

1 - Necklace & Earring Set

Como's Italian Restaurant

4030 N. Mesa

El Paso, TX. 79902

1 - Two Pasta Dinners Certificate

Creations by Nora

2420 Robert Wynn St.

El Paso, TX. 79936

1 - Hand Made Greeting Cards Set

Daw's Home Furnishings Inc.

7714 Gateway Blvd. East

El Paso, TX. 79915

1 - \$50 Gift Certificate

Dillard's - Cielo Vista

8401 Gateway Blvd. West

El Paso, TX. 79925

1 - \$25 Gift Card

El Paso Connections

14301 Gateway West

El Paso, TX. 79928

1 - \$56.95 Mirror

El Paso Hockey Association

4100 E. Paisano

El Paso, TX. 79905

16 - One free skating admission w/purch. of 1 at reg.

EPCC 20/20 Optical Clinic

P.O. Box 20500

El Paso, TX. 79998

1 - \$100 for purchase of eye glasses or products

EPCC Athletics Department

919 Hunter Dr.

El Paso, TX. 79915

3 - Baseball Cap
1 - EPCC Tejanos Shirt
1 - EPCC Tejanos/Tejanas Towel
2 - Tejanas Autographed Softballs
2 - Tejanos Autographed Baseballs

EPCC Bookstore

919 Hunter Dr.

El Paso, TX. 79915

1 - 4oz. Glass
3 - EPCC Caps
3 - EPCC Coffee Mugs

2 - EPCC Jacket Key Chains El Paso, TX 79928

2 - EPCC Key Chains

4 - EPCC Pencils

3 - EPCC Scratch Paper Pads

5 - EPCC T-shirts

3 - EPCC Water Bottles

1 - Glass Mug

EPCC Campus Life & Stud Government

P.O. Box 20500

El Paso, TX. 79998

1 - 65 Student Government Association Goody Bags

EPCC Cosmetology Program

9050 Viscount

El Paso, TX. 79925

2 - \$35 Gift Certificate

EPCC Distance Education

915 Hunter Dr

El Paso, TX. 79915

12 - Key chains

6 - Mugs

12 - Pencils

12 - Pens

EPCC Information Technology

9050 Viscount

El Paso, TX. 79925

6 - Chair Calculator

2 - IT Portfolio

6 - Orion Post-it Stand

15 - Stainless Steel Coffee Mug

EPCC Law Enforcement Academy

P.O. Box 20500

El Paso, TX. 79998

1 - Mugs Gift Set

EPCC Marketing & External Affairs

9050 Viscount Blvd

El Paso, TX. 79925

5 - Bag w/t-shirt, mug, water bottle, ruler, key chain

EPCC Massage Therapy Program

1001 El Paso St., Room H157

El Paso, TX. 79902

2 - Full Body Massage Certificate

EPCC Personnel Services

9050 Viscount

El Paso, TX. 79925

12 - Key chains

12 - Pens

EPCC President's Office

9050 Viscount
El Paso, TX. 79925

- 2 - Calculators
- 3 - Coffee Mugs
- 19 - PC Paper Clips
- 13 - Pens
- 1 - Portfolio
- 3 - Salute to the Arts Canvas Bags
- 4 - Stainless Steel Coffee Mugs
- 1 - Stationary Cards & Envelopes Set
- 5 - Stuffed Animals

EPCC Recruitment & School Relations

P.O. Box 20500
El Paso, TX. 79998

- 5 - Gear Up Program T-Shirt/Pencil

EPCC -Student Technology Services

9050 Viscount
El Paso, TX. 79925

- 1 - Pens - 65 (goody bags)

Evisions

14522 Myford Rd
Irvine, CA. 92606

- 1 - Large Hawaiian Button-Up Shirt (Crème)
- 1 - Large Navy Blue T-Shirt
- 1 - Medium Dark Blue T-Shirt
- 2 - Large Tan T-shirt w/Hawaiian Motif Printed
- 2 - X-Large Navy Blue T-Shirt
- 5 - X-Large Light Blue T-Shirt

Farmers Dairies

P.O. Box 9427
El Paso, TX. 79984

- 4 - Two Farmers Gold Seal 5 quart ice cream bucket

Fiesta Lanes

5850 Onyx Dr.
El Paso, TX. 79912

- 10 - Three Free Games Gift Card

Forti's Mexican Elder Restaurant

321 Chelsea
El Paso, TX. 79905

- 2 - Two Combination Plates & 2 Soft Drinks Certificate

Furr's Cafeteria

El Paso, TX.

- 1 - \$10 Gift Card

Gracie Erivez

Mission Del Paso Campus

- 1 - Mary Kay tote bag w/ nail treatment set

Greggerson's Cake Cottage

8064 Alameda Ave
El Paso, TX. 79915

- 5 - \$20 Cake Gift Certificate

Hair Odyssey

1712 N. Mesa
El Paso, TX. 79912

- 1 - \$45 Gift Certificate/20 % off skin care

Helen of Troy

1 Helen of Troy Plaza
El Paso, TX. 79912

- 1 - Helen of Troy Hair Products Set
- 1 - Helen of Troy Tote Bag
- 1 - Revlon Infrared Massager
- 1 - Sea Breeze Skin Products Set
- 1 - Skin Milk Shower Gel & Hand Cream
- 1 - Sunbeam Hair Dryer

Hilton El Paso Airport

2027 Airway Blvd
El Paso, TX. 79925

- 2 - One Tower Suite for One Weekend Night Certificate

ING Financial Advisers

700 N. Stanton St., 3rd Floor
El Paso, TX. 79902

- 2 - ING Expandable Saddle Bag
- 2 - ING Sports Tote
- 2 - Zipper Vinyl Portfolio

Jaxon's Restaurant

4799 N. Mesa
El Paso, TX. 79912

- 1 - \$20 Gift Certificate

JC Penney Salon

8401 Gateway West
El Paso, TX. 79925

- 1 - \$45 Hair Cut/Style & Waxing Service Certificate
- 1 - \$65 Spa Manicure & Pedicure Certificate

Johnny Carino's Italian Bistro

1360 George Dieter Dr.
El Paso, TX. 79936

- 1 - \$30 be our guest cards

Justin Boots

7100 Gateway East
El Paso, TX. 79915

- 2 - Duffle Bags

El Paso, TX. 79928

K & S Florist

1346 Lee Trevino, Suite 2
El Paso, TX. 79936

2 - One dozen cash & carry roses

K-mart

6375 Montana
El Paso, TX. 79925

1 - \$25 Gift Card

La Casita Fine Mexican Food Rest.

3355 Yarbrough – B
El Paso, TX. 79925

1 - Two Mexican Combination Plates Certificate

La Reina Tamales

7649 North Loop Dr
El Paso, TX. 79915

4 – One Family Pack of your Choice Certificate

Leticia Jacobo

919 Hunter Dr
El Paso, TX. 79915

1 - Blue Vase Floral Arrangement

Lowe's HIW Store of El Paso

430 Redd Rd.
El Paso, TX. 79912

1 - \$30 Gift Card

Lupita's Jewelry Store

120 N. Mesa St
El Paso, TX. 79901

1 - \$48-10K Gold Earring

Markham Hair & Tanning Salons

10780 Pebble Hills
El Paso, TX. 79936

1 - \$30 Gift Certificate

Maria Morones

9576 Gateway Blvd. North
El Paso, TX. 79924

2 - Avon Products Gift Baskets

Maria Reyes

Financial Aid - VV

1 - \$20 Avon Products Basket
1 - \$50 Avon Products Basket

Mary Kay Cosmetics (Carol Kitchen)

6708 El Parque Dr.
El Paso, TX. 79912

10 - Mary Kay Samples Gift Bag

Microtel Inn & Suites - El Paso

2001 Airway Blvd.
El Paso, TX. 79925

1 - One full suite for one weekend night

New Decade Entrepreneurs

212 Trawood, Ste. B-1
El Paso, TX. 79935

1 - White Vase Floral Arrangement

Olive Garden Italian Restaurant

740 Sunland Park Dr.
El Paso, TX. 79912

1 - \$25 Gift Card

Oriental Imports Inc.

9101 Gateway Blvd. West
El Paso, TX. 79925

1 - \$79.99 - 4 Panel Gem Stoned Pictures

Outback Steakhouse

11875 Gateway West
El Paso, TX. 79936

2 - \$20 Gift Certificate

Pachanga Disco

9050 Viscount Blvd
El Paso, TX. 79925

1 - \$150 - 3 hours of Pachanga Music

Patsy Gunnells

919 Hunter Dr.
El Paso, TX. 79915

1 - Mary Kay Body Care Set

Pepsi Bottling Group

10841 Pellicano Dr.
El Paso, TX. 79936

1 - 24 Case of Caffeine Free Pepsi
1 - 24 Case of Lipton Brisk Tea
1 - 24 Case of Mountain Dew
1 - 24 Case of Mug Root Beer
1 - 24 Case of Pepsi Wild Cherry
2 - 24 Case of Regular Pepsi
1 - 24 Case of Tropicana Twister Orange

El Paso, TX. 79915

Peter Piper Pizza

4455 N. Mesa

El Paso, TX. 79912

4-One Large One Topping Pizza Certificate
 8-One Lunch Buffet Certificate
 8-One Small Two Item Pizza Certificate

Regis Salons Cielo Vista

6101n Gateway Blvd. West

El Paso, TX. 79925

1 - Basket w/ hair products

Reliant Labels and Printing, Inc.

11400 Rojas Dr., Ste B

El Paso, TX. 79936

1 - 2 Gift Baskets
 1 - Note pads (100)

Rouge Fragrances (Lorena Villa)

Mission Del Paso Campus

1 - Cool Water Women's Travel Set

Roy Lown Inc.

3700 Dyer St.

El Paso, TX. 79930

1 - \$80 3 piece Stone Desk Set

Sam's Club - Cielo Vista

7001 Gateway Blvd. West

El Paso, TX. 79925

1 - \$25 Gift Card

Sam's Club - East

11360 Pellicano Dr

El Paso, TX. 79936

1 - \$25 Gift Card

Senses Do Brazil

6080 Gateway Blvd. East

El Paso, TX. 79905

1 - \$25 Gift Card

Sun Travel

3100 N. Mesa, Ste. B

El Paso, TX. 79912

1 - Ladies Travel Bag

Superior Data Systems

2000 Randolph Rd. SE, 100

Albuquerque, NM. 87106

6 - 9 1/2"x14" Black Portfolio
 3 - XL Polo Shirt

Sylvia Posada-Lopez

3208 Mesa Verde Lane

El Paso, TX. 79904

1 - Home Interiors Gold Plated Mirror
 1 - Home Interiors Rooster Weathervane

The Bagel Shop

3800 N. Mesa, Suite C

El Paso, TX. 79912

2 - Two Complementary Meals Certificate

The Lunch Box Mexican Restaurant

667 N. Carolina

El Paso, TX. 79915

1 - \$20 Gift Certificate

Today & Tomorrow

1530 Lomaland

El Paso, TX. 79935

El Paso, TX. 79928

5 - \$40 Full Set of Nail Gift Certificate

Vintage Car Wash

P.O. Box 220010

El Paso, TX. 79913

3 - \$20 Quickee Wash Book

Wal-Mart Supercenter - Lower Valley

9441 Alameda Ave.

El Paso, TX. 79907

1 - \$25 Gift Card

Wal-Mart Supercenter - West

7555 N. Mesa

El Paso, TX. 79912

1 - \$25 Gift Card

Wells Fargo Bank

221 N. Kansas

El Paso, TX. 79901

70 - Wells Fargo Water Bottles (goody bags)

Western Playland Amusement Park

6900 Delta

El Paso, TX. 79905

3 - 4-One day passes

