Human Resources Development

16th Annual Staff Retreat

Outcomes Report

“Balance your Life through Emotional Intelligence”

March 26 - 28, 2009
San Antonio, Texas

Alex Hernandez, Director, Human Resources Development

Mari Reyes, Administrative Assistant

Facilitation Team Members

Paula Chávez
Bianca Sanchez-Villalba
Mike Avila
Laura Gonzalez
Cecilia Olan (Alternate)

Bea Villegas
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TABLE OF CONTENTS

OPEN LETTER .................................................................................................................. 1-2

RETREAT AGENDA .......................................................................................................... 3-5

PARTICIPANTS LIST .......................................................................................................... 6

BREAKOUT GROUPS .......................................................................................................... 7

DAILY ACTIVITIES

Thursday ......................................................................................................................... 8-9

Friday .............................................................................................................................. 9-10

Saturday ......................................................................................................................... 11-14

GROUP REPORTS

Breakout Group Reports (Friday Session) ................................................................. 15-18

Breakout Group Reports (Saturday Session) ............................................................. 19-22

EVALUATION RESULTS

Comments ......................................................................................................................... 23-24

Chart ............................................................................................................................... 25

DONORS LIST ................................................................................................................. 26-31
Open Letter

Dear El Paso Community College Staff:

The 16th Annual Staff Retreat held at the Sheraton Gunter Hotel in San Antonio, Texas was a fabulous success. The Human Resources Development Department, with the help of our superb “Facilitation Team,” orchestrated this event for 48 EPCC employees. It took a lot of thought, dedication, and hard work. This is the 7th annual staff retreat that I have spearheaded, every one of the retreats has been amazingly good, and they just seem to get better. So, every year I wonder how we will outdo previous years retreat. I have finally figured out why each year our retreat just gets better. The Facilitation Team challenges itself to just make it so, and magically it happens. In other words we believe that it will turn out great and our efforts, dedication, and hard work guide it in that direction.

This year’s theme was “Balancing Your Life through Emotional Intelligence,” a program that was suggested by Mari Reyes, Administrative Assistant, and voted on by the Facilitation Team. San Antonio, Texas was a beautiful place to have the retreat and the topic selected was exceptionally well accepted by the participants. The feedback that we got back was excellent. Every one enjoyed the contents of the training, felt that the facilitators did a great job and, of course, we had a great time in beautiful and historic San Antonio. The learning that each participant gained will help them to be better employees, be more sensitive to emotional issues, help them to get along with others and understand people better. The Human Resources Development Department is making this program available to all employees by scheduling numerous sessions and as of the writing of this letter all sessions have filled up within a day or so. The popularity of this program has to do with the word of mouth promotion by our retreat participants and the nationwide interest in the concept of “Emotional Intelligence.” We encourage employees to sign up for the forthcoming sessions. If you as an employee have never been to a retreat, you are encouraged to sign up and experience the awesome inspirational injection that this event has to offer.

Allow me to share with you a brief synopsis of “Balancing your Life through Emotional Intelligence, Self, Work, and Family.” The message of Emotional Intelligence is powerful. For years many organizations have told employees that emotions have no place in the work place. In order to function effectively and succeed one must be “left brain”, dominant or rational, analytical, and use hard cold facts. What the experts have found out is that effective people need to be “right brain,” smart as well. We need to be intuitive, sensitive, and open minded. In other words we need to be “Emotionally Intelligent.” The other concept that we blended into the program is how “Emotional Intelligence,” is a system that affects and influences you, your work, and your family. “Emotional Intelligence” is not just about being nice or “touchy feely”, but having an awareness of your emotions, knowing how to regulate them, responding appropriately using self motivation, and the ability to be empathetic. The principles that were learned will be useful tools that will make our interpersonal relationships better. It will also help us to provide better customer service, build better relationships, and respond to our family, with love, care, and concern.

The Office of Human Resources Development will make “Emotional Intelligence,” workshops available on site to departments upon request and will be conducting sessions throughout the year. We believe that the information presented at this year’s retreat will add value and contribute to the mission and vision of EPCC. We highly recommend this training for supervisors, employees and faculty.

We attribute the success of this year’s retreat to a solidified effort of the “Facilitation Team,” and the Human Resources Development Department. With the collective brain power and team work of Paula Chávez, Janice DeWitt, Mike Avila, Bianca Sanchez-Villalba, TJ Ferrer, Belinda Quinones, Beatriz Villegas, our alternate facilitator Cecilia Olan, and Mari Reyes, we were able to put it all together to make an incredible impact.

It took months of preparation and planning. In late August 2008 we selected new facilitators and covered the duties and responsibilities of a facilitator. In October 2008 we conducted an offsite presentation skills training that prepared the facilitators to more effectively, manage and motivate participants to learn. In January 2009, the facilitation team went through the “Emotional Intelligence,” training as if they were participants to prepare
for “going live” in San Antonio. Throughout the year, the facilitation team was instrumental in the development of the training program, selection of the participants, contacting businesses for potential donations, orientation and training of participants, and helping out to prepare the conference bags. Their hard work, creativity and resourcefulness are commendable.

We wish to extend our thanks 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 the conference bags. Please refer to the donor list on pages 26 - 31 of this report.

On behalf of the Facilitation Team and EPCC participants who attended the retreat we want to extend our gratitude and thanks to Dr. Richard M. Rhodes, College President, and Dr. Ernst Roberts, Executive Assistant to the President. Without their support and vision the annual staff retreat would not be possible.

Alex Hernandez,
Director, Human Resources Development

2009 Staff Retreat Facilitation Team
Balance your Life through Emotional Intelligence

AGENDA

**Wednesday, March 25, 2009**

3:30 p.m. – 4:30 p.m. Participants' meeting at ASC **Break room** – General Information for next day’s flight, issue name tags, and distribute goody bags.

4:30 p.m. Remarks by Dr. Ernst Roberts, Executive Assistant to the President

**Thursday, March 26, 2009**

5:50 a.m. Arrive at El Paso International Airport. Will meet at gate, (2nd floor) - Roll call will be taken.

6:50 a.m. Board Southwest Airlines Flight # 869

9:10 a.m. Arrive at San Antonio International Airport

9:10 a.m. to 9:40 a.m. Board taxis to Sheraton Gunter Hotel (Head count)

10:30 a.m. Arrive at Sheraton Gunter Hotel. Drop off luggage. Participants are on their own until 5:00 p.m.

3:00 p.m. – 5:00 p.m. Check-in at Hotel

6:00 p.m. to 8:00 p.m. Retreat Opening Dinner – (**Robert Johnson Room**)  
- Formal Attire  
- Facilitation team & Participants’ Introductions  
- Keynote Speaker – Dr. Ernst Roberts, EPCC Executive Assistant to the President.

**Friday, March 27, 2008**

7:00 a.m. to 8:00 a.m. Breakfast – (**Barron’s Restaurant**)  

8:00 a.m. to 8:15 a.m. Program Objectives & Benefits. (**Robert Johnson Room**)  
What is emotional intelligence? How this training will help you, personal benefits of emotional intelligence, professional benefits of emotional intelligence, and the five key components of emotional intelligence.

8:15 a.m. – 8:45 a.m. Emotional Intelligence Video
8:45 a.m. – 9:00 a.m.  Power Point Presentation: “Emotional Intelligence”
9:00 a.m. – 9:15 a.m.  Emotional Intelligence Quiz (Pages 3-6 of workbook)
9:15 a.m. – 9:30 a.m.  Quiz Analysis
9:30 a.m. – 9:45 a.m.  Wellness Activity (Paula Chavez)
9:45 a.m. – 10:00 a.m.  Break
10:00 a.m. – 11:30 a.m. Breakout sessions:
   Group will be divided into their respective teams for the breakout sessions.
   (Team # 1: Robert Johnson Room) (Team #2: Trail Drivers Room) (Team # 3: Robert E. Lee Room) (Team #4: Frontier Room)
   Each team will answer and discuss the following:
   1. Exercise # 1, “Self Awareness” on page 7 of their workbook.
   2. Exercise # 2, “Self Regulation” on page 8 of their workbook.
   4. Exercise # 4, “Empathy” on page 10 of their workbook.
   Upon completion of the above exercises, each team will describe and discuss a scenario from work or personal experience where the team will implement the effective use four of the five competencies; self awareness, self regulation, self motivation, and empathy. Write your findings in a tear sheet.
11:30 a.m. – 12:30 p.m. Lunch
12:30 p.m. – 1:30 p.m. Regroup in the general session room (Robert Johnson Room)
   (Each team will present their findings to the entire group.)
1:30 p.m. – 2:00 p.m. General session: Each participant will work on “Effective Relationships” on page 11 of their workbook. Upon completion, participants will break up into pairs. Pretend you are trying to recruit your partner to come to work for you. Share your points with your partner. Then ask your teammate:
   • Do you believe I was sincere?
   • Do I seem genuinely excited, or just like I am acting?
   • Does my enthusiasm make you want to come to work here?
2:00 p.m. – 2:10 p.m. Wellness Activity (Paula Chávez)
2:10 p.m. Question and Answer & Review next day’s agenda.

Saturday, March 28, 2009

7:00 a.m. - 8:00 a.m. Breakfast (Barron’s Restaurant)
8:00 a.m. - 8:10 a.m. General session (Robert Johnson)
   • Breakout session instructions
8:10 a.m. - 9:45 a.m. Breakout sessions
   • Discuss how your emotions and feelings affect and influence your behavior, your work, and your family.
• Develop a five point strategy on how you would use and implement emotional intelligence to manage and handle tense or difficult situations with yourself, at work, and with your family. (Cover all three areas)
• Role Play Activity: Develop a 10 minute skit on how you would manage and handle a difficult situation with yourself, at work, or a family member. (Just pick one)

9:45 a.m. - 10:45 a.m.  General session (Robert Johnson)
  • Group presentations and skits.

10:45 a.m. - 10:55 a.m.  Wellness Activity (Paula Chávez)

10:55 a.m. - 11:10 a.m.  Closing speech by Alex Hernandez, “Balancing Your Life with Emotional Intelligence”

11:10 a.m. - 12:30 p.m.  Auction

12:30 p.m. – 1:00 p.m.  Awards Ceremony

1:00 p.m. - 2:00 p.m.  Lunch

2:00 p.m. - 5:00 p.m.  Free time

5:00 p.m.  Board taxis to San Antonio International Airport

7:35 p.m.  Board Southwest Airlines Flight #3903

8:10 p.m.  Arrive at El Paso International Airport
## PARTICIPANTS LIST

### Classified Staff
- Acuna, Adrian
- Apodaca, Yvonne
- Araiza, Vera
- Arango, Araseli
- Arreola, Lourdes
- Birdine, Yolanda
- Cardenas, Lorena
- Chavez, Ernesto
- Collins, Melissa
- Colon, Lorenzo
- Emler, Doreen
- Fernandez, Miguel
- Gaither, Laura V.
- Gamboa, Erika
- Garza, Christine M.
- Hernandez, Guadalupe
- Huante, Maria Luisa
- Jones, Glinda
- Lerma, Elvia
- Lozoya, Maria
- Lucero, Raul
- Lujan, Marisela
- Lujan, Salvador
- Madrid, Elena
- Marin, Elizabeth
- Mejia-Soria, Patricia
- Mendoza, Efrain
- Molina, Geraldine
- Morgan, Charles
- Munoz, Alma
- Munoz, Maria Angelica
- Perez, Dagoberto
- Powell, Manuelita
- Reyes, Maria R.
- Rodela, Gabriel
- Rodriguez, Nivia
- Serna, Maria R.
- Stevens, Richard
- Valadez, Leticia
- Vazquez, Jose Roberto
- Villalba, Maria
- Whitman, Melissa

### Professional Staff
- Arroyo, Rosa
- Espinoza, Debra
- Houston, Michelle
- Lopez, Jose I.
- Morgan, Charles
- Nuñez, Irene
- Sanchez, Javier F.
- Torres, Ricardo

### Facilitators
- Avila, Mike
- Chávez, Paula
- DeWitt, Janice
- Ferrer, TJ
- Gonzalez, Laura
- Olan-Basurto, Cecilia (Alternate)
- Quiñones, Belinda
- Sanchez-Villalba, Bianca
- Villegas, Beatriz
BREAKOUT GROUPS

Group # 1 EIP (Emotional Intelligent People)
Paula Chávez & Mike Avila
(Robert Johnson Room)

Christine Garza
Elizabeth Marin
Geraldine Molina
Irene Nuñez
Lorena Cardenas
Nivia Rodriguez
Maria R. Reyes
Yvonne Apodaca
Adrian Acuña
Efrain Mendoza
Javier Sanchez
Lorenzo Colon
Salvador Lujan

Group # 2 VIP (Very Intelligent People)
Bianca Sanchez-Villalba & Laura Gonzalez
(Trail Drivers Room)

Debra Espinoza
Elena Madrid
Guadalupe Hernandez
Leticia Valadez
Lourdes Arreola
Maria Luisa Huante
Vera Araiza
Yolanda Birdine
Maria Serna
Ernesto Chavez
Jose I. Lopez
Raul Lucero

Group # 3 Balanced Squad
Belinda Quiñones & Janice Dewitt
(Robert E. Lee Room)

Alma Muñoz
Elvia Lerma
Laura V. Gaither
Manuelita Powell
Maria De Jesus Lozoya
Michelle Houston
Maria Villalba
Melissa Collins
Patricia Mejia-Soria
Dagoberto Perez
Miguel A. Fernandez
Ricardo Torres

Group # 4 The Monks
TJ Ferrer & Bea Villegas
(Frontier Room)

Doreen Emler
Erika Gamboa
Glinda Jones
Araseli Arango
Maria A. Munoz
Marisela Lujan
Melissa Whitman
Rosa Arroyo
Charles Morgan
Gabriel Rodela
Jose Roberto Vazquez
Richard Stevens
DAILY ACTIVITIES

Tuesday, December 9, 2008

This year's retreat took off on Tuesday, December 9, 2008 when EPCC employees who were selected to attend the retreat by the facilitation team got their first welcome and orientation on what the retreat would include and what to expect out of this experience.

Wednesday, March 25, 2009

On Wednesday, March 25, 2009 the participants met again to cover the details of the Retreat and were issued flight information, the retreat’s agenda, general information and their retreat conference bag. In the absence of Dr. Rhodes, Dr. Roberts addressed the group. Among other comments Dr. Roberts told the participants, “you are now eligible to sign up to become a facilitator for next year, one of the most sought after committee positions in the college.”

Thursday, March 26, 2009

Early risers got up early, late starters set their alarms, but no one forgot that our destination for that day was San Antonio, Texas. “I felt that the positive energy started at the airport. All participants talked and looked eagerly towards the adventure in San Antonio,” said Janice DeWitt, facilitator. Participants got to the El Paso International Airport as early as 4:44 a.m. Everyone knew that whoever got there first would be given 100 dollars auction “funny money” from each facilitation team member. This funny money was used for the auction on Saturday. The auction gave the participants the opportunity to bid on some very nice gifts that were donated by EPCC departments and community businesses. The facilitation team worked very hard to solicit these gifts. The winner of the early arrival was Ernesto Chavez, who was also rewarded with a big bag of peanuts from the Southwest Airlines personnel for being the first one to arrive.

After clearing security and before boarding, Mari Reyes took roll call; just making sure that no one would be left behind. We boarded Southwest Airlines flight 869 at 6:50 a.m. and arrived in San Antonio at about 9:10 a.m. From there, we boarded taxies that drove us to the Sheraton Gunter Hotel. Check in was not until 3 p.m., so we dropped off our luggage at the hotel, and had some free time to go sightseeing. Most of the participants and facilitation team met for lunch at Mi Tierra Mexican Restaurant located in the Market Square area. Some of the participants even enjoyed Mexican music by a local mariachi group. After checking in, some of us rested and then proceeded to prepare for the Welcome Dinner.

Thursday, March 27, 2009, Evening Activities

Our formal get together was held at the welcome dinner that was served our first night in San Antonio on Thursday, March 27, 2009 in the beautiful Robert Johnson room. A very important component of the retreat is to have ice breakers and one of the goals is to build and reinforce college relationships, therefore; our first ice breaker was during this dinner. The participants were blindfolded at the door and escorted by one of the facilitators to their table. This meant that no one would be seated with their close friend but rather wind up with another fellow employee. After everyone was seated they were asked to take their blindfold off and
acknowledge their neighbors. This gave the participants the opportunity to meet and share with those employees that they may not have known as well before the dinner. They were asked to share conversation with their peers at their table and amazing relationships began to develop. “Meeting coworkers that you have never met before can be a little overwhelming, but they seemed to have no problem with this when it was time to introduce the person at their right. The energy and the positive attitude during introductions were outstanding,” commented Janice Dewitt, facilitator

We enjoyed dinner while we waited for introductions and more ice breaker activities. The attire for the evening event was formal. Alex Hernandez opened the session by welcoming everyone then having the facilitators introduce themselves. Each facilitator introduced one of their colleagues by saying something special about that person. The introduction of the facilitators was followed by introduction of the participants. Participants were instructed to introduce themselves to the person to their right. Each participant was then responsible for introducing the person to their right and saying something unique about that person to the entire group. Some of the things that we found out about each other would make anyone blush, so let’s just keep it at that. The neat thing is that we had a great time and lots of laughs with many of the stories that were shared.

Friday, March 27, 2009 Activities

Breakfast buffet was served at 7:00 a.m. at the Barron’s Restaurant. After breakfast, participants walked across the hallway to the Robert Johnson Room for the general session and commencement of the Emotional Intelligence (EI) program. Alex Hernandez, Director Human Resources Development, opened up session by sharing the objectives and benefits of the workshop. A video on EI was then shown. After the video Alex continued the session by providing an overview of EI, the five competencies and how they related to self, work, and family. This was followed by an assessment that indicated the EI level of each participant. Alex Hernandez provided an analysis of what the scores meant. A score of 80 meant a high rating on EI and 50 meant an average rating. No one scored below 50.

One of the new and innovative activities that the facilitation team introduced this year was a wellness activity. Paula Chávez, our guru on physical fitness, guided us through some Zumba Mix Music exercise routines that energized our physical and mental alertness.
After our very physical exercise activity we took a break and then moved on to our breakout sessions. The general session group was divided into their respective teams for the breakout sessions. Each facilitation team selected a name for their respective team. The Emotional Intelligent People (EIP) Team met in the Robert Johnson Room, the Very Intelligent People (VIP) Team met in the Trail Drivers Room, The Balance Squad Team met in the Robert E. Lee Room, and The Monks Team met in the Frontier Room. Each team was taken to their respective room by their facilitators. The teams worked on four exercises from their workbook that touched on the first four EI competencies - Self Awareness, Self Regulation, Self Motivation and Empathy. Upon completion of the exercises, each team described and discussed a scenario from work or personal experience where the team could implement the effective use of the five competencies. Each team then put down their finding in tear sheets. The information was then transferred to a lap top for a power point presentation that would be presented at the general session. These are a few of the comments that were submitted by some facilitators on what took place at their breakout session.

“The EIP’s were an exciting and winded group. They had wonderful ideas and many situations to share. Among them were some very personal issues that were discussed. The greatest part of the discussions was the genuine interest and love the group had for each person’s situations. The sincere feelings of compassion and empathy radiated from within each of the participants are some of the things I cannot forget. I am sure that the EIP group felt as well, that the camaraderie that came out was more than expected from the content of the Emotional Intelligence program.” Comment submitted by facilitator Paula Chávez.

“The March 27th break out session started off with one or two individual(s) who were shy to participate. I had to ask them questions and call their names in order for them to give feedback to the group.” Comment submitted by facilitator, Janice DeWitt.

“The 16th Staff Retreat in San Antonio was remarkable. As an alternate facilitator, I got to visit (videotaping) all workshops. I observed participants getting involved, learning and having fun. Comments from them were all positive, inquiring when and where the next staff retreat is going to be held and eager to get involved again. Overall, the retreat provided ample opportunity to learn, get to know each other and have fun.” Comment submitted by alternate facilitator, Ceci Olan.

Upon completion of the first breakout sessions we broke for lunch. Afterwards, we regrouped in the Robert Johnson Room for the general session presentations. Each team was given the opportunity to present their findings. (Findings from March 27th sessions of each team are located on pages 15 - 18 of this report). After their presentations, the teams were instructed to work on “Effective Relationships” in their workbook. The group was then instructed to break up into pairs and pretend they are trying to recruit their partner by sharing their information with their partner. Then, asking the partner, “Do you believe that I was sincere, did I seem genuinely excited or just acting, and does my enthusiasm make you want to come to work for me?”

Afterwards, Paula Chávez conducted another wellness activity that had us dancing to some Zumba music. “I was not aware of all the dancing stars at EPCC!! We should have a “Dancing with the EPCC Stars.” Let’s start with the 2009 Retreat Participants” said Paula. After a brief question and answer session, we reviewed the agenda for the following day and off we went to enjoy beautiful San Antonio. Following are some of the memorable comments submitted by some of our facilitators:
Submitted by Paula Chávez:
1. “Alex found a homeless hand written sign on a piece of cardboard that reads “Homeless, Hungry, and Need Money for Food”. Alex held the sign up a couple of times and took a picture with the sign. I believe that he still has it. Well, Alex says he found it. I believe he truly owns it. He wore it too naturally.”
2. “The camaraderie displayed during our outings was exceptional. We had big groups get together with big success during the day and evening. “
3. “Most memorable was dinner at the Spaghetti Warehouse with my best buddies who taught me sign language and made me laugh like I hadn’t laughed in a very, very long time – Lourdes Arreola, Maria Villalba, Maria Reyes, Letty Valadez, Elvia Lerma, Yvonne Apodaca, Laura Gonzalez, and Maria Lozoya. Thank you ladies!”

Submitted by Ceci Olan:
“There was a lot of camaraderie among participants and facilitators. One participant, true to Dr Robert’s advice, wore a UTEP t-shirt just in case he was to “misbehave” at the River walk.”

Saturday, March 28, 2009 Activities

We began the day by having a breakfast buffet at the Barron’s Restaurant at 7:00 a.m. From there we went to the Robert Johnson Room for the general session. After Mari Reyes took roll, we went to the breakout sessions. Participants were instructed to discuss how their emotions and feelings affected and influenced their behavior, their work and their family. They developed a five point strategy on how they would use and implement emotional intelligence to manage and handle tense or difficult situations with themselves, at work, and with their family. Then, they developed a 10 minute skit to demonstrate their findings. (Images from March 28th sessions of each team are located on pages 19 - 22 of this report). At the general session each team presented their skit. All skits were excellent. These are some of the facilitators’ comments from the breakout sessions:

“The whole group opened up and the two people who had been shy on the first day were now getting the group motivated. The skit was very enjoyable and the participants took in the information that we gave them. They were enthusiastic, especially when they were rehearsing the skit. The participants walked away laughing, and smiling.” Comment submitted by facilitator, Janice Dewitt.

“At the breakout session on March 28, 2009 we summarized the competencies of emotional intelligence. Participants coached each other. I asked participants to enumerate the competencies. I encouraged them to learn as much as they can so that they may apply the concepts back at work. I gave them time to look over notes and ask questions. I gave them the opportunity to identity the five competencies. The purpose of the retreat is to increase the participants’ knowledge on concepts and ideas that they can hopefully use to improve not only their work, but their personal life.” Comment submitted by facilitator, TJ Ferrer.

After the skits presentations, Paula Chávez leaded the group on a final wellness activity. The Emotional Intelligence program ended with the following closing speech given by Alex Hernandez:
Balancing your Life through Emotional Intelligence

It has been said that the flapping of the wings of a butterfly will eventually be felt around the world, in Africa, Asia, and Europe. Steven R. Covey, said, “We live in an interdependent reality, and everything affects everything else.” Nothing stands alone. Systems and people are constantly interacting and therefore constantly changing. Likewise, when we talk about balancing our lives through emotional intelligence, it is like the flapping of the wing of a butterfly, because it is a system that touches on the self, work and family. Like this triangle where each point is connected and touches the other side. At the pinnacles of the triangle are self, work and family.

Each of these entities is constantly interacting and influencing each other. How we see ourselves will have a direct impact on our self image, the quality of our work, and our relationship with our family. The welfare of our family will affect our attitude, and how we feel at work. How we perform our work will affect the quality of our self image, and how we behave with the family. It is like a rock that splashes into the water, the ripples that are caused by the impact will eventually be felt on the other side of the lake.

At the center of this triangle we have “Emotional Intelligence,” because Emotional Intelligence touches on the self, how we perform at work, and how we relate to our family. And, I put a circle around the triangle because surrounding this triangle is the environment which is constantly touching, changing, influencing and affecting our self, our work and our family. It is a fluid system that is constantly changing. Jim Rohn, said, “It is not what happens that will determine the quantity or quality of your life, but how you respond, and what you do about it.” And how we respond has a lot to do with the outcome. And if we respond with emotional intelligence the outcome can be better.

So let’s start by defining emotional intelligence. What is it? According to Daniel Goldman, author of “Working with Emotional Intelligence,” EI is “the capacity for recognizing our own feelings and those of others, for motivating ourselves, for managing emotions well in ourselves and in our relationships.” This takes self awareness of your emotions and feelings; it takes self regulation of behaviors, and self motivation to make good human relations decisions.

Self awareness, self regulation, and self motivation are the three elements of emotional intelligence that relate to you. Once we have mastered these three faculties then we can move on to empathy. What is empathy? First, let’s define what it is not. Empathy is not sympathy. Sympathy means that you are in agreement with the other person. Empathy means that you feel for what the other person is going through. Empathy is an integral part of emotional intelligence because it lets the other person know that we understand their anger, frustration, happiness, elation, and joy. And the best way that we can understand someone is with empathic listening. Not just hearing, but really listening to the person for understanding. The best way to let a person know that we empathize is by reflecting what the person is feeling. It can be as simple as, “It seems that your experience has caused you a lot of frustration?” When we empathize with people, we are using emotional intelligence.

And the last segment of emotional intelligence is “effective relationships, which is nothing more than using self awareness, self regulation, self motivation, and empathy to obtain positive results.

So let’s see how “self, work, and family relate to emotional intelligence. Let’s start by understanding what the “self” is. Descartes framed it well when he said, “I think, and therefore, I am.” It is the ability of the conscious mind to stand apart from itself and question, who am I, what am I, what is life all about? It’s the ability of the conscious mind to stand apart from itself and question, am I a creation of God, or a product evolution? For our purposes, whether we are creations of God or products of evolution are irrelevant, what matters is what makes us tick. Now we don’t know why we tick, but we do know the how, and it all starts with the thought process and the thought process are nothing more than electrical impulses that are discharged by the brain through internal and external stimuli. These electrical impulses or thoughts cause the brain to release “serotonin” that affects our moods, emotions and feelings, which in turn results in positive or negative behavior.

According to Steven R. Covey, it is our reaction to the stimulus that causes our behavior. And if we do not respond to with emotional intelligence, our behavior can be reactionary. If it is reactionary, then we may respond with anger, frustration, or rage. But, says Covey, reactionary behavior is a weakness. It is a form of insecurity. People who use their position power, their superior status, who try intimidate you with because of their physical strength, or lack of strength, or people who are just plain mean, are only putting up a front for their internal sense of insecurity. Why? Because it is the only way in which they can validate themselves. And says Covey, “if you ever allow the weakness of
another person to cause you to react, you have allowed that person to control you.”  Eleanor Roosevelt, said, “No one can make you feel inferior without your willing permission.”  Because the only faculties over which you have complete control over---- are your thoughts.  And your thoughts emanate from your conscious and sub-conscious, which is the “self” of your person.  The conscious mind is self aware and therefore can regulate, control, and manage our emotions.  Consequently, because it is self aware it can generate the brain chemicals to initiate motivation.  Likewise, because it is self aware it can also feel what others feel.  So the “self” or self awareness is an integral function of emotional intelligence that will influence our behavior at work, and our relationships with our family.

Now let’s look at work.  What is work?  According to the American Heritage dictionary, work is defined as “physical or mental effort or activity”.  It also says that work is “a profession or other means of livelihood.”  Work can be either satisfying or just a place where we go and spent eight hours a day waiting for 5 o’clock impatiently to go home.  Which one is it for you?  If we dread to come to work, then chances are that you, your colleagues, or your boss is probably deficient in emotional intelligence management.  However, a lot of work satisfaction has to do with “attitude.”  And attitude is a choice.  We’ve heard the old saying, if life gives you lemons, make lemonade.  But regardless, whether you are souring lemons at work or drinking lemonade, a lot may have to do with how effective you are with emotional intelligence.  See because by being self aware of your emotions to difficult situations, you can choose to reframe your responses, and use self motivation to move forward with a positive frame of mind.

Remember, if you ever allow the weaknesses of another person to cause to become upset, you have allowed that person to control your emotional life.  And we don’t want to do this, because the only one that is hurting is you.  People that are angry, upset, and irate all the time, age quickly and get sick more often and they die sooner.  On the contrary, people that are happy, content, cheerful, and smiling all the time get sick less often, and stay younger, and they live longer.  So, I don’t know about you, but I want to live a long life.  By using emotional intelligence at work, we can dramatically improve our relationships, have less stress, and be more productive.  It goes without saying that your emotional state will affect the way that you feel about yourself, how you perform your work, and how you relate to your family when you get home.

And last but not least let’s talk about family.  We all have a family.  In fact we have four families, the family that we live with, that might be your children and your spouse or your significant other.  Then we have our immediate family that could be your father, mother, grandparents.  And you have your extended family, aunts, uncles, cousins.  And last but not least, we have a family at EPCC, your friends, colleagues, and associates who you work with.  But for the sake of time let’s just focus on the family that we live with, those that you come in contact with right after you get home from work or school.

Abraham Maslow, in his Theory of Hierarchy of Needs, said that the third need of human beings was the need to be loved or the need to belong.  Human beings are social creatures and that is why we are gregarious and live in groups or families.  We want to belong to the tribe.  But belonging and being part of the tribe is not easy.  It takes a lot of work to live in peace, harmony and well being.  Partly because we have different personalities, wants, likes, and dislikes.  But, the neat thing is that if we use emotional intelligence in our relationships with our families, it can be more peaceful, harmonious, and loving.

For a lot of people, the family is very important, especially when it comes to our children.  Now some may say, well, the reason that I can’t understand my children or my children don’t understand me is because of the generational differences.  How many times have we heard, it’s the way the young generation thinks, or the other way around, my parents are stuck with ancient ideas.  The fact is that generational gaps and the above sayings have been around since the time of the Pharaohs.  The same principles of emotional intelligence that apply to you, that apply to work, also apply to relationships with your family.  It is critical that you be self aware of your emotions when relating to your loved ones.  When responding to difficult situations, it is imperative that we reframe our responses and that we motivate ourselves to make wise choices in our interactions.  And without a doubt, we must listen with empathy.  Only by listening with empathy, will our children be open to our guidance.  Oh, yea, we could exercise our position power as parents, but in the long run, our efforts could be fruitless.  It is better to love, nurture, and care.  Enjoying a family that is well managed and functional is vital to our own well being, and state of mind.

In conclusion, it has been said that the flapping of the wings of a butterfly will eventually be felt around the world.  Covey, said, “We live in an interdependent reality, and everything affects everything else.”  Nothing stands alone.  Systems and people are constantly interacting and therefore constantly changing.  And when we talk about balancing our lives through emotional intelligence, we are talking about the self, work and family, three entities are constantly touching, influencing and changing each.  Like the flapping of the wings of butterfly, what happens with the self affects the work, affect the family.  How we see ourselves will have a direct impact on our self image, the quality of our work, and our relationship with our family.  The welfare of our family, will affect our attitude, and how we feel at work.  And all this is done with emotional intelligence.  And emotional intelligence takes self awareness, self regulation, self motivation, empathy, and positive relationships.”
Retreat Conclusion

One of the most expected and exciting activities of the retreat is the “Auction,” and our auctioneers, Bianca Sanchez-Villalba and Janice DeWitt were just fantastic! Had you seen them you would have sworn that they do this for a living. They not only rolled the words with ease, they did it with passion! In the auction, participants used “funny money” to bid on some very neat gifts, donated by local and out of town merchants. Participants earn the “funny money” by participating and asking questions at the breakout and general sessions. Some of the things that were auctioned off were gift cards to Adventure Zone, tickets to Wet n’ Wild, a leather office chair, restaurant gift certificates, and a weekend stay at the Sheraton Gunter Hotel in San Antonio, Texas. Over 200 gifts were auctioned off. Like previous years, instead of carrying all the items to San Antonio, pictures of the items 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 and asked to claim their item(s) from Mari Reyes in the Human Resources Development Department upon return to El Paso. The auction was over at about 1:00 p.m. and that concluded the program. After that, we had lunch at the Ludwig’s room and conducted the awards ceremony. Participants had a few hours of free time, and some of them went out to the River Walk for a boat tour, some last minute shopping, or for a refreshing drink.

At 5:00 p.m. we boarded the shuttles back to the airport, cleared security, and board Southwest Airlines Flight # 3903 back to El Paso.

This is what Janice DeWitt had to say about one of her participants who attended the retreat, “The end of the trip was when reality hit participants that it was time to go home. That is when my most memorable moment occurred; one of the participants said to me that she went on the retreat because she wanted to get out; there was a lot of stress at work. She told me that she was very impressed by the presentations, workshops, and the auction. She felt better going back to work because this “Emotional Intelligence” program had taught her something. She felt more relaxed and detoxified from this incredible experience and that her life would be more balanced with herself, family, and work. Hearing this from a participant was a genuine expression of sincerity and gratitude on how the retreat impacted her life. This meant a lot to me as a first year facilitator. We did our best to do our job well... We are “Fun-cilitators.” I am now looking forward to the next educational and fun retreat in 2010.”

At 8:10 p.m. Mountain Standard Time we landed at the El Paso International Airport. Home sweet home!!! San Antonio was a fantastic place to have our retreat; however, many of us were very happy to be back with our families ready to show them that we were more emotionally intelligent human beings. We went, we learned, we had fun, and we returned knowing that we were now better people.
The Problem of Favoritism

EIP
Paula Chávez & Mike Avila

Self Awareness
- Frustration
- Anger
- Upset
- Disappointment

Self Regulation
- Bring up the situation to the supervisor
- Document the problem
- Tell/confront the employee
- Pinpoint the situation to the employee

Self Motivation
- Be the bigger person
- Don’t allow the situation to affect the work
- Don’t allow it to affect the atmosphere of the office
- Don’t allow it to affect you emotionally

Empathy
- Establish effective communications
- There may be personal problems
- There could be emotional troubles
- Choose the right approach
- Relate to what the other person is going through

Effects of negative emotions and feelings in the SELF
- Lose sleep
- Lose concentration
- Feel badly
- Develop health problems

Effects of negative emotions and feelings in the HOME
- Bad Humor
- Snap
- Affects relationships

Effects of negative emotions and feelings at WORK
- Feel less competent
- Demoralizing
- Dread going to work
- Want to change careers
- Burnt out
VIP

Bianca Sanchez – Villalba and Laura Gonzalez

Sample Question and Answer

- The following slides are example questions using the layouts in the Quiz Show template. View them in slide show to see the answer animations.

Slow line at a grocery store

- Patience
- Realistic expectations

- Suggested Uses:
  - Reinforcing teaching through audience participation
  - Introduction to subject matter
  - Recreational gatherings

The Sun is a star.

TRUE or FALSE?

What is the name of our galaxy?

The Milky Way

How many planets in the solar system have rings?

Four planets

Jupiter, Saturn, Uranus, and Neptune all have rings.

What is inertia?

- Measurement of electrical resistance
- A ratio between mass and velocity
- Resistance to motion or change
- The speed at which an object falls
- All of the above

Match the device to what it measures:

- Stop Watch
- Scale
- Thermometer
- Speedometer
- Odometer

- Distance
- Temperature
- Elapsed Time
- Weight
- Rate of Travel
“I didn’t get paid!”

Balance Squad
Belinda Quiñones and Janice DeWitt

Self Awareness
- Self – Mad, Angry, Frustrated, Outraged
- Family – Stress, Worried, Anger, Anxiety, Take Out/Lash Out
- Work – Stressed, frustrated, productivity level goes down

Self Regulation
- Be honest with that person, put yourself in their shoes
- Don’t put the blame on somebody else
- Be empathetic with their situation
- Vent out, talk it over with co-worker, friend, or supervisor
- Think positive thoughts

Self Motivation
- Assurance
- “Let’s fix the problem”, solve the problem
- Explanation of current situation @ site
- Take a time out, vent, (Don’t take it personally)

Empathy
- Sympathetic
- Understanding
- Be genuine with your feelings
- Follow up
- Be sincere
- Help Out
Teenage Pregnancy

The Monks
T.J. Ferrer and Bea Villegas

Teenage pregnancy

• Self awareness (Daughter comes home and tells her mom she’s pregnant)
  – Emotions - disappointed, shock, angry, confused, frustrated

• Self Regulation – Instead of saying “Where did I go wrong, what have I done” say, “This will help my daughter become more responsible and I will have a grand child”.

Teenage pregnancy

• Self motivation – Realize that this is a great opportunity to show the daughter unconditional love.

• Empathy – Offer reassurance that she will provide her emotional support and that they will be in this together

• Effective relationship – Mother and daughter bonding
Breakout Groups Reports
Saturday Sessions

EIP – Paula Chávez & Mike Avila
VIP – Bianca Sanchez-Villalba & Laura Gonzalez
The Monks – Bea Villegas & TJ Ferrer
16th Annual Staff Retreat Evaluation Responses

- I liked the lesson on dealing with myself dealing with irate people in my life. Maybe we need more in depth and continual teaching lessons. Plus, the program needs more dancing, also more involved activities after class.
- The team did an outstanding job in pacing activities which allowed inclusive participation along with free time to explore San Antonio. The networking teams built here will continue to provide a safe and caring environment for the entire EPCC family. Thank you for including me. I feel right at home.
- I truly enjoyed being at this emotional intelligence program. It's not only going to help me at work, but also at home. Being the wife of a law enforcement officer it's going to help deal with the issues he also has at work!! They truly disconnect themselves from their feelings and I believe that this will help me deal with him!!! Thank you guys.
- I enjoyed "watching the short movie; its presenter provided different scenarios, which may be funny, but brings the point across."
- Very interactive, facilitators were great with strong knowledge of the program. Keep up the good work, keep getting better each year.
- Creative, fun, educational, great.
- Our facilitators were very encouraging and put a lot of energy into making their teams successful. I want to thank Bianca and Laura for putting so much effort in supporting our team and all the little details that went into their work (props, certificates, and name badges!). I also appreciate the dancing very much! Thank you Paula! This should be utilized in every workshop! Thank you facilitators for making this work and all of your organization.
- All this work would be helpful for all employees. Wonderful work, I enjoyed this entire program. Thanks for your hard work.
- I enjoyed the workshop! I believe that facilitators should be allowed to continue to work if they want. Need more time! Great job! Facilitators, keep up the good work!
- I really enjoyed this training program. It really helped me realize how much I appreciate my job. The facilitators were all great, especially Paula Chávez.
- Fun, exciting, and facilitators are energetic and knowledgeable.
- Very helpful and well organized. Try to implement a department needs. Especially with student area.
- Thank you for all your hard work. Maybe do more outside activities together as a group. Everything was very well organized and great. Great experience. I enjoyed the exercise/dancing; kept me awake. Include this in all your staff retreats.
- The program was great. However, more variety of food was needed (too much “chicken”). More role-playing should be used.
- I really enjoyed this staff development. I think all of us are more aware of our feelings and how they reflect to everyone. I have never been to a seminar regarding emotions and empathy. Thank you!
- Too often technical information/intelligence is stressed. We needed to know about this other intelligence (EI) and how it works, too.
- This was a great program (retreat). Thank you all for all of your hard work. More variety in food. Provide more interaction activities to get to know everyone.
- Information was very informative, and I enjoyed this retreat. One thing was participating and not getting rewarded for it.
- I thought the training was excellent. The facilitators were very helpful and entertaining. They provided an amazing retreat. I had the best time meeting the rest of the staff. I found there were good friends among us. The facilitators were nice, informative, friendly, etc. Thank you for a fabulous time.
- You can have more time for the sessions.
- This was new to me. I really feel that my EI will improve after this session. The food in San Antonio, or much as I like the city, will never be as good as the chow in El Paso. I have no complains about the way everything was handled. One negative thing for me: The early hour for breakfast.
- I feel like with our group, most of the time we went way off the subject, so our skits were not as well prepared as the other groups.
- I did enjoy this retreat. The information given will help me to help myself and others (students and coworkers). Using the skits to reproduce what we learned was a great idea. I also liked the breakout
sessions. It allowed everyone to participate more. I like learning others ideas, because it helps me to judge myself and actions.

- I really enjoyed the program and the sessions. Our facilitators, Laura and Bianca really encouraged class participation and they did a great job guiding us.
- Bianca is a great facilitator!! She had everyone participate during the workshops and skits. She is a great listener and is very attentive to each member of the group. Recommendations: Although, the cost is great, I still feel there should be 2 or 3 choices per meal time – Not everyone eats meat…😊 Big plus: Exercises were great!! Keep up the great work.
- Fun money needs to be given more.
- “Food.” Start meeting at 8:30 a.m. please. More activities.
- I feel that the exercise breaks were a great addition. I think all seminars should include some type of an exercise to break up the long periods of sitting. Some of the exercises were a little difficult for some though.
- It was a wonderful retreat. All you guys did a super job.
- Thank you for your efforts in making this retreat as enjoyable and informative. The only suggestion I can make is that during the breakout sessions, the group is allowed to work up responses and suggestions in pairs and then join the group – this allows for one-on-one interaction brainstorming. Thank you again.
- Facilitators need to give the money to everybody, not just the favorites.
- The workshops were very interesting and my team was given plenty of opportunity to share and learn from each other’s experiences. The facilitators let us express ourselves and brought us back to focus when necessary.
- This was another in a long series of outstanding Annual Staff Retreats. My compliments to Alex and Mari and all the outstanding folks on the facilitation team. The venue for the retreat was great and I know that all participants had a wonderful time. Great job!
- Enjoyed the seminar. This will really help me deal w/ any problems I might encounter. I hope to attend another one like this.
- I am very thankful for what facilitators are doing. You did a great job! I think this program should be not only for the staff, but for everybody that works in EPCC. We learned a lot. In my personal opinion, I will apply what I learned about the way to deal with my emotions at home and at work. Thank you so much!
- Exceptional! Let’s do it again!!
- Need a little more time to move between sessions.
- It was a great retreat. I also would like to say that our group “facilitators” were well prepared and had our group working towards achieving our goal. Laura/Bianca, it worked! VIP’s #1 @ San Antonio, TX 2009. Overall it was a great trip and a great team effort by everyone. Paula was great getting us off our feet and getting the flow of our blood circulation. It was great to have the retreat @ San Antonio, TX. Great skit by all groups & I know everyone got a lot out of the “EI” retreat. I know I will be better because of it. Thanks ya all! I love you, EPCC #1.
- This retreat was great! The food was not very good. I will take what I learned and share this at our work. Good job facilitators!
- Really liked Alex’s speech – Evaluated so good! Role play – The skit explained EI principles the best! I didn’t like being rushed for the auction. I liked the dance exercise!
- Had a great time! Thank you! I normally struggle with this area and it has helped me a lot. On the food choices, try to add a little variety.
- I really liked this training because I can apply it, not only on a professional level, but on a personal level. I liked the way the facilitators try to set everyone to participate. Great job.
- Thank you.
1. Program E.I will be useful on the job.
2. I liked the program.
3. Information and exercises will help raise my level of emotional intelligence.
4. Facilitator(s) encouraged participation and made it interesting.
5. Facilitator(s) was (were) prepared and comfortable with the subject.
6. I am responsible for knowing my own feelings and managing them.
7. I should strive to understand how others feel and invite feedback.

Emotional Intelligence Evaluation Analysis
16th Annual Staff Retreat
March 26-27, 2009

Strongly Agree 34 32 41 39 40 42 44
Agree 15 17 7 10 8 7 5
Disagree 0 0 1 0 1 0 0
Strongly Disagree 0 0 0 0 0 0 0

# of responses
Donors List Report

Adventure Zone
251 E. Redd Rd. El Paso TX 79932
2 - $50 Gift Cards

Albertson's
10765 Kenworthy Dr. El Paso TX 79924
1 - $25 Gift Card

Alice Langford
1806 E. Yandell El Paso TX 79901
2 - One Hour Massage Gift Certificates

Alma Calderon
1806 E. Yandell El Paso TX 79901
3 - One Massage Therapy Session Gift Certificates

Andale Mexican Restaurant
9201 Gateway Blvd. West El Paso TX 79925
1 - $10 Gift Certificate

Apparel Art
10854 Pellicano El Paso TX 79935
12 - Tote Bags w/ Embroidered EPCC Logo

Applebee's
4700 Woodrow Bean Rd. El Paso TX 79924
1 - $25 Gift Card

Avida Salon & Spa
1891 Lee Trevino El Paso TX 79936
1 - Paul Mitchell Products Baskets

Avila's Mexican Food
6232 N. Mesa El Paso TX 79912
1 - Gift Certificate for Two #2 Mexican Combination Plates

Avon Center
2929 McRae, Ste B El Paso TX 79925
1 - Gift Basket

Avon Representative
1 - Alarm Clock w/ Aroma Therapy
1 - Clothes Steamer

BJ's Restaurant & Brewery
11905 Gateway Blvd. West El Paso TX 79936
2 - $25 Gift Cards

Beauty & the Best Hair Salon
5320 B-Fairbanks El Paso TX 79924
3 - $18 Haircut W/ Blow Dry

Becky Villa
Mission Del Paso Campus
1 - Set of 2 Glass Candle Holders w/ Candle
1 - Glass Pitcher
1 - Tie Rack
1 - Porcelain Cross
1 - Inspirational Wall Plaque

Belinda Quinones
Transmountain Campus
2 - Picture Frames
1 - Premier Dead Sea Aromatic Mineral Body Treatment
1 - Ladies Silver Purse

Burrito House
9844 Dyer El Paso TX 79924
2 - $6.48 Gift Certificates

Business Interiors
28 Concord St. Ste. C El Paso TX 79906
1 - Black Office Chair

Cali Nails
8401 Gateway West Blvd., Ste. P-4 El Paso TX 79925
1 - $25 Gift Certificate

Cappetto's Italian Restaurant
2716 Montana Ave El Paso TX 79903
1 - $25 Gift Certificate

Carlos & Mickey's Mexican Food & Cantina
1310 Magruder El Paso TX 79925
2 - $25 Gift Cards

Carolyn Pufal
Transmountain Campus Counseling
1 - Mikasa Crystal Snowflake Candleholder
1 - Leather Jewelry Box
2 - Decorated trees
1 - Mikasa Star mist Candleholder w/Candle

Cattleman's Steakhouse
P.O. Box 1056 Fabens TX 79838
2 - $25 Gift Certificates

Champion Awards
10600 Montwood El Paso TX 79935
1 - Bath Robe w/ free name embroidery

Chase Suite Hotel
6971 Montana Ave. El Paso TX 79925
1 - Gift Certificate for a Luxury Suite for Two
Chili’s
4525 Transmountain Rd. El Paso TX 79924
1 - $20 Gift Certificate

CiCi’s Pizza
8855 Viscount El Paso TX 79925
10 - Free All You Can Eat Certificates

Contreras Law Firm
2150 Trawood El Paso TX 79936
2 - Free Legal Consultation Certificates

Creations by Janet Taylor
EPCC Valle Verde Campus
1 - Necklace & Earrings Set

Creations by Nora
2420 Robert Wynn St El Paso TX 79936
1 - Set of Handmade Cards

D’ Roman Cafe
1441 N. Zaragoza Rd., Bldg. H El Paso TX 79936
1 - Gift Certificate for a Free Florentine Cake - $38.99 Value
4 - Coupons for a 12oz Cappuccino & Cake Slice for $4.99
   Reg. $7.98

David's Apparel
9901 Carnegie Ave. El Paso TX 79925
1 - Ladies' Long Sleeve Shirt w/ Embroidered EPCC Logo
1 - Men's Long Sleeve Shirt w/ Embroidered EPCC Logo

Denny's
4690 Transmountain Rd. El Paso TX 79924
2 - Gift Certificates for One Free Entree w/Drink

Dr. Ernst Roberts
Administrative Service Center
5 - T-shirts

EP Fitness
10060 Rushing Rd. El Paso TX 79924
3 - One Month Membership Gift Certificates

EPCC Athletics Department
Valle Verde Campus
61 - Golf Bag Stress Relievers

EPCC Career Services
Valle Verde Campus
67 - Highlighters
57 - Pens

EPCC Cosmetology
Transmountain Campus
2 - $30 Gift Certificates

EPCC Culinary Arts
Transmountain Campus
2 - Lunch or Dinner Gift Certificates

EPCC Distance Education
Valle Verde Campus
1 - EPCC Coffee Mug

EPCC District Wide Counseling
P.O. Box 20500 El Paso TX 79998
61 - Back Packs (Goody Bags)

EPCC Gear-Up Program
9050 Viscount Blvd. El Paso TX 79925
82 - Lanyards

EPCC RAP Program
Valle Verde Campus
2 - Casio Desk Top Calculators
1 - Box of Adding Machine Rolls

EPCC Research & Development
Valle Verde Campus
1 - Leather Portfolio w/ Notebook
2 - 4GB High Speed USB 2.0 Portable Flash Drives
4 - Individual Flash Drive Cases
1 - USB Case (4 USB's)
2 - Franklin Covey Leather Task List Wallets

EPCC Student Leadership & Campus Life
Valle Verde Campus
63 - Calculators
59 - Pens

EPCC Student Success
Valle Verde Campus
1 - EPCC Bag
3 - Lanyards
1 - Laptop Sleeve w/flash drive

EPCC Transmountain Counseling
Transmountain Campus
38 - Pens w/ Highlighter
64 - Pencils

EPCC Transmountain ISC
Transmountain Campus
2 - EPCC T-Shirts

EPCC VP of Instruction
Administrative Service Center
1 - All in One Car Care Kit
3 - Stainless Steel Coffee Mugs
6 - Mini-sewing Kits
1 - Desk Clock
EPCC Valle Verde Counseling
Valle Verde Campus
60 - Pens w/ Highlighter

EPCC- CE Business Programs
Valle Verde Campus
2 - Lanyards
3 - T-shirts
1 - Coffee Mug

EPCC- PASS Program
Valle Verde Campus
2 - Cross Pen Sets

EPCC- Dean Communication & Performing Art
Valle Verde Campus
2 - $25 Barnes & Noble Gift Cards

EPCC- Dean ESL, Reading & Social Science
Valle Verde Campus
2 - EPPC Hooded Sweatshirts
1 - Lanyard

EPCC- Dean Education & Occ. Programs
Valle Verde Campus
1 - Sweatshirt
1 - Hooded Sweatshirt

EPCC- Institutional Research
Valle Verde Campus
1 - $25 Chili's Restaurant Gift Card

EPCC- Marketing & Community Relations
Administrative Service Center
6 - EPCC Coffee Mugs
6 - EPCC T-shirts
75 - Pens

EPCC- President's Office
9050 Viscount Blvd. El Paso TX 79925
5 - Cell Phone Holders
5 - Note Pad Holders
5 - Key Chains
5 - Water Bottles
2 - Black Polo Shirts
2 - Long Sleeve Shirts (Ivory)
5 - Pens w/Flash Drive

EPCC- Purchasing Services Department
9050 Viscount Blvd El Paso TX 79925
19 - Piggy Banks

EPCC- Recruitment & School Relations
919 Hunter Dr. El Paso TX 79915
4 - Water Bottles
3 - EPCC T-shirts
20 - EPCC Pins

El Paso Doctors of Chiropractic
3100 N. Lee Trevino Dr. El Paso TX 79936
10 - 30 min. Massage Gift Certificates

Exa FM 98.3
4172 N. Mesa St. El Paso TX 79912
4 Exa Party Tickets
3 Exa Packs (T-shirt, Ricardo Arjona CD & Exa Sticker)

Expertise Beauty Salon - Maria Morales
6312 Edgemere El Paso TX 79925
1 Manicure Gift Certificate

Expertise Beauty Salon - Sonia Olivares
6312 Edgemere El Paso TX 79925
1 - Manicure Gift Certificate
1 - Full Set of Nails Gift Certificate
1 - Pedicure Gift Certificate

Expertise Beauty Salon-Maria Luz Flores
6312 Edgemere El Paso TX 79925
1 - Microdermabration Gift Certificate - $50
1 - Facial Gift Certificate

Express
750 Sunland Park Dr. El Paso TX 79912
2 XL Ladies' T-Shirts

Final Touch Fragrances
1 - Seacret Nail Care Collection

Firestone
10780 Pebble Hills El Paso TX 79936
4 - Free Tire rotation, brake insp., lube, oil & filter change

Flesh tones Tattoos
4025 Fred Wilson El Paso TX 79924
1 - $50 Gift Certificate for a Tattoo
3 - $25 Gift Certificates for Body Piercing

Fred & Maria Loya Family YMCA
2044 Trawood Dr. El Paso TX 79935
6 - Children T-shirts
2 - Adult T-shirts
2 - Bags

Furr's Family Dining
11925 Gateway Blvd. West El Paso TX 79936
2 - $10 Gift Cards

Gabriel Gaytan
Administrative Service Center
4 - Signed Posters
Greggerson's Cake Cottage  
8064 Alameda Ave.  El Paso TX 79915  
15 - $5 Disc. on purchase of any product certificates

Hal Marcus Gallery  
800 N. Mesa St.  El Paso TX 79902  
2 - Posters

Have-A-Cut  
10709 Saigon  El Paso TX 79925  
1 - Gift Certificate for One Hair Cut

Healing Touch  
3 Butterfield Trail  El Paso TX 79925  
2 - Gift Certificates for a Swedish Massage

Herb World  
4708 Montana Ave  El Paso TX 79903  
2 - $15 Gift Certificates

Home & Garden  
Administrative Service Center  
1 - Clock & Vase Set  
2 - Summer Candle Holders

Home Depot  
7545 N. Mesa St.  El Paso TX 79912  
1 - Black & Decker Weed Wacker

ING Financial Advisers  
700 N. Stanton St., 3rd Floor  El Paso TX 79902  
70 - Can Holders  
70 - Earth Stress Balls  
2 - Bags  
2 - Leather Portfolios  
70 - Pens

Joyería y Regalos Vasquez  
11985-C Pellicano Dr.  El Paso TX 79936  
1 - Pink Ladies Ring

Justin Boots  
7100 Gateway Blvd. East  El Paso TX 79915  
2 - Duffle Bags

La Casita Restaurant  
3355 N. Yarbrough Dr.  El Paso TX 79925  
1 - $15 Gift Certificate

Landry's Seafood House  
6801 Gateway Blvd. West  El Paso TX 79925  
4 - Free Meal Tickets

Leo's Mexican Food Restaurant  
1921 Zaragoza R.  El Paso TX 79938  
1 - Gift Certificate for 2 Free Lunch or Dinner Specials

Lowe's Home Improvement Warehouse  
4531 Transmountain Rd.  El Paso TX 79924  
1 - Tool box

Lucchese Boot Company  
40 Walter Jones Blvd  El Paso TX 79936  
9 - Ladies Shirts w/Logo  
5 - Polo Shirts w/ Logo  
3 - Ostrich Leather Caps

Luz Roberts  
Valle Verde Campus  
22 -Pens  
1 - Toy  
2 - Bandage Holders  
1 - Mini Stapler  
6 - Message Holders  
4 - Hispanic Heritage T-Shirts  
2 - Paper Clips  
3 - Lanyards  
6 - Calculators  
2 - SGA Mouse Pads

Mavericks Bar & Grill  
6999 Montana, Ste. G & H  El Paso TX 79925  
2 - $20 Tabs

Microtel Inn & Suites  
2001 Airway Blvd.  El Paso TX 79925  
1 - Gift Certificate for One Full Suite for One Weekend Night

Muhammad Akhtar, Math Instructor  
Mission Del Paso Campus  
1 - $20 Julio's Cafe Corona Gift Certificate

Office Xperts  
1427 E. Missouri Ave.  El Paso TX 79902  
60 - Back Packs  
61 - Pens

Olive Garden-Eastside  
1870 Joe Battle Blvd  El Paso TX 79936  
8 - $5 Gift Certificates

Olive Garden-Westside  
740 Sunland Park Dr.  El Paso TX 79912  
1 - $25 Gift Card

P.F. Chang's China Bistro  
760 Sunland Park Drive  El Paso TX 79912  
1 - $30 Gift Card

Pachanga Disco  
Administrative Service Center  
1 - $100 Gift Certificate for 2 hrs of Music
<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>Gift Item or Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pei Wei</td>
<td>1325 George Dieter El Paso TX 79936</td>
<td>2 - $10 Gift Cards</td>
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<tr>
<td>Pencil Cup Office Products, Inc.</td>
<td>1701 Texas Ave. El Paso TX 79901</td>
<td>1 - Dolly - Retail Price: $107.00 1 - Desk Organizer - Retail Price: $43.98</td>
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<tr>
<td>Pepsi-Cola Bottling Company of El Paso</td>
<td>10841 Pellicano Dr. El Paso TX 79935</td>
<td>1 - Mug Root Beet Case 1 - Brisk Lemon Iced Tea Case 1 - Regular Pepsi Case 1 - Diet Pepsi Case</td>
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<tr>
<td>Pizza Properties, LTD</td>
<td>4455 N. Mesa, Suite 100 El Paso TX 79902</td>
<td>60 - Gift Cards for a Small Original 2 Item Pizza</td>
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<tr>
<td>Prints Charming</td>
<td>7040 N. Mesa Suite P El Paso TX 79912</td>
<td>1 - 12 x 10 1/2&quot; Canvass Van Gogh Re-print</td>
</tr>
<tr>
<td>Ramon Jimenez</td>
<td>Valle Verde Campus Counselor</td>
<td>1 - EPCC Hooded Sweatshirt</td>
</tr>
<tr>
<td>Rancher's Grill</td>
<td>9530 Viscount Blvd. El Paso TX 79925</td>
<td>2 - Free Country Fried Steak Gift Cards 1 - $20 in Gift Certificates</td>
</tr>
<tr>
<td>Reliant Labels</td>
<td>11400 Rojas Dr. El Paso TX 79936</td>
<td>3 - Mixed Nuts Gift Baskets</td>
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<tr>
<td>Residence Inn by Marriott</td>
<td>6355 Gateway West Blvd. El Paso TX 79925</td>
<td>1 - One weekend stay (Fri or Sat) for $45 Gift Certificate</td>
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<tr>
<td>Risotto's Bistro</td>
<td>9830 Gateway Blvd. North El Paso TX 79924</td>
<td>3 - $25 Gift Cards</td>
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<tr>
<td>Roy Lown, Inc.</td>
<td>3700 Dyer St. El Paso TX 79930</td>
<td>6 - Pens w/free 1 line engraving</td>
</tr>
<tr>
<td>Sam's Club - Eastside</td>
<td>11360 Pellicano Dr. El Paso TX 79936</td>
<td>1 - $25 Gift Card</td>
</tr>
<tr>
<td>San Francisco Oven</td>
<td>1327 N. George Dieter Dr. El Paso TX 79936</td>
<td>1 - $20 Gift Card</td>
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<tr>
<td>Show N Go Automotive Center</td>
<td>9660 Dyer St. El Paso TX 79924</td>
<td>2 - $28.99 Full Service Oil Change Certificates</td>
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<tr>
<td>State Farm Insurance</td>
<td>2731 Montana Ave. #C El Paso TX 79903</td>
<td>1 - $25 Simon Mall Gift Card</td>
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<tr>
<td>Taco Real</td>
<td>1160 Airway Blvd El Paso TX 79925</td>
<td>10 - Gift certificate for a buffet for 2 persons</td>
</tr>
<tr>
<td>Tejas Cafe</td>
<td>9757 Dyer El Paso TX 79924</td>
<td>2 - $20 Gift Certificate</td>
</tr>
<tr>
<td>Tepatiani Body Works</td>
<td>1806 E. Yandell El Paso TX 79901</td>
<td>1 - One Hour Reflexology Treatment Gift Certificate 1 - One Hour Swedish Massage Gift Certificate</td>
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<tr>
<td>Texas Roadhouse</td>
<td>5010 N. Desert Blvd. El Paso TX 79912</td>
<td>1 - $25 Gift Card</td>
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<tr>
<td>Texas Tech University</td>
<td>4801 Alberta Ave. El Paso TX 79905</td>
<td>11 - Pens 10 - Coasters</td>
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<tr>
<td>The Hair Biz</td>
<td>9530 Viscount Blvd. El Paso TX 79925</td>
<td>1 - Gift certificate for one free hair cut</td>
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<tr>
<td>The Lunch Box</td>
<td>667 N. Carolina El Paso TX 79915</td>
<td>2 - $10 Gift Certificates</td>
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<tr>
<td>The Sheraton Gunter Hotel</td>
<td>205 E. Houston St. San Antonio TX 78205</td>
<td>1 - Gift Certificate for a Complimentary Two Night Stay</td>
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<tr>
<td>Today &amp; Tomorrow Beauty Salon</td>
<td>1530 Lomaland El Paso TX 79935</td>
<td>10 - Full Set of Nails Gift Certificates</td>
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<tr>
<td>Tuesday Morning</td>
<td></td>
<td>2 - Prints</td>
</tr>
<tr>
<td>University of Phoenix</td>
<td>1270 Country Club Rd. Sunland Park NM 88008</td>
<td>340 - Bookmarks</td>
</tr>
<tr>
<td>University of Texas at El Paso</td>
<td>500 W. University Ave El Paso TX 79968</td>
<td>61 - Pencils</td>
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</table>
Versailles
6415 N. Mesa St.   El Paso TX 79912
2  -  $50 Gift Certificates

Victoria's Secret
6101 Gateway West   El Paso TX 79925
1  -  Cosmetic bag

Walmart Supercenter - Westside
7555 N. Mesa St.   El Paso TX 79912
1  -  $50 Gift Card

Walmart Supercenter-Northeast
4530 Woodrow Bean Dr.   El Paso TX 79924
1  -  $40 Gift Card

Wet N Wild Water World
PO Box Drawer 1210   Anthony TX 79821
10  -  Admission Tickets

Wyndham El Paso Airport Hotel
2027 Airway Blvd   El Paso TX 79925
1  -  Gift Certificate-
Tower Suite One Weekend Night Stay ($200)

Wyngate by Wyndham
6351 Gateway Blvd. West   El Paso TX 79925
1  -  Gift Certificate for One Suite for a Weekend Night Stay

Ysleta Del Sur Pueblo
111 Santos Sanchez   El Paso TX 79927
62  -  Pens
24  -  Highlighters
3  -  Indian pots
24  -  Highlighters
2  -  Coffee Mugs
62  -  Pens
25  -  Key Chains