DOSE Principle of the Week:

**NEWS About Our Guests**

**Stereotypes** are the perceptions our residents and guests have about the products they have used or services they have received, in the past. Changing the stereotypes or perceptions of the services we provide, especially negative perceptions, is critical in influencing resident, guest, and team member behavior or decision making.

**APA Winter Coat Drive**

Support the MSU Migrant Student Service Program and the MSU Student Community. Donate your clean, useable coats, warm outerwear, hats, gloves, scarves, etc. though December 21st!

For more information and convenient drop off locations click [here](#)!

**Reminder:**

Our Holiday party is one week from today on Thursday, December 13th from 11:30 a.m.-1:30 p.m. at Buddies in Holt. If you have not already, please let Melanie McNutt know if you plan on attending. We hope to see you there!

**MSU Surplus Store**

Items shown in the picture were used in the construction of the Warhorse set, now showing at the Wharton Center!

**IS Daily Events**

- **All Staff Health and Safety Compliance Training**
  9:00-11:00 a.m.
  IS Training Room 115

- **RHS Digital Signage Committee Monthly Meeting**
  1:00-2:30 p.m.
  IS Conference Room 130

- **RES ED Training**
  1:00-3:00 p.m.
  IS Training Room 115

- **Front Desk Management/Help Desk Bi-Weekly Meeting**
  1:15-2:00 p.m.
  IS Resource Room 131

- **SIS Training**
  2:00-4:00 p.m.
  IS Resource Room 131

Celebrate the Accomplishments of 2012 with the entire RHS Division at **Values and Victories** on Tuesday, December 18th from 9-11am in the MSU Union Ballroom! The Celebration Team even has a special surprise that you don’t want to miss! See you there!