

FOC Training-Draft Agenda  
February 22-25, 2021 via Zoom  
Each session will be 60 minutes

<b>2/22/21</b>	<b>New(er) staff</b>
9:00-10:00 a.m.	Functions of FOC office
10:00-10:15 a.m.	Break
10:15-11:15 a.m.	Professionalism and Ethics
1:00-2:00 p.m.	Child Support Formula Overview
2:00-2:15 p.m.	Break
2:15-3:15 p.m.	Introduction to Custody, Parenting Time, and Child Support Enforcement
<b>2/23/21</b>	<b>Newer/All Staff</b>
9:00-10:00 a.m.	Customer Service 101
10:00-10:15 a.m.	Break
10:15-11:15 a.m.	Customer Service in a Virtual Environment
1:00-2:00 p.m.	Motivational Interviewing
<b>2/24/21</b>	<b>Child Support Staff</b>
9:00-10:00 a.m.	Support Enforcement – Stepping Outside of the Revolving Door
10:00-10:15 a.m.	Break
10:15-11:15 a.m.	Building Support Calculation Expertise
1:00-2:00 p.m.	Improving Support Order Quality
<b>2/25/21</b>	<b>Parenting Time and Custody Staff</b>
9:00-10:00 a.m.	Overcoming Personal Bias
10:00-10:15 a.m.	Break
10:15-11:15 a.m.	Resources for Custody, Parenting Time, ADR Professional
1:00-2:00 p.m.	The “New” Michigan Parenting Time Guideline