

## A G E N D A

### NCAA Division III Sportsmanship Working Group

Zoom Video/Audio Conference Call  
Dial-In No.: 408-638-0968  
Access Code: 734798940

July 13, 2017  
2 p.m. Eastern Time

**Join Video Call from PC, Mac, Linux, iOS or Android:**  
[Videoconference Link](#)

1. Welcome and introductions. (Gary Williams)
2. Review of participant input from May 2017 ‘pilot’ session. [Supplement No. 1] (Williams)
3. Review of participant input from June 2017 ‘Ambassador’ facilitator training session. [Supplement No. 2] (Jay Jones/Tracy King)
4. Information only: Facilitator training manual. [Supplement No. 3] (Jones)
5. Reminder of pre-Disney Institute module discussion. [Supplement No. 4] (Jones)
6. Discuss, review and agree on final online tools to be provided to membership. (Fernando Beltran)  
  
3 Pillars Approach:
  - a. Coaching/Service Recovery/Conflict Resolution
  - b. Training
  - c. Communication
7. Discussion of next steps and review of most recent talking points summary document. [Supplement No. 5] (Jones)
8. Information on Doodle poll to be distributed to setup facilitator training meeting for our working group members. (Jones)

9. Discuss potential 2018 Convention giveaway. (Jones)
  
10. Reminder of future call dates: (Williams)
  - a. August – Thursday, Aug. 10 at 2 p.m. Eastern time.
  - b. September – Thursday, Sept. 14 at 2 p.m. Eastern time.
  - c. October – Thursday, Oct. 12 at 2 p.m. Eastern time.
  - d. November – Thursday, Nov. 9 at 2 p.m. Eastern time.
  - e. December – Thursday, Dec. 14 at 2 p.m. Eastern time.
  
11. Other business.
  
12. Adjournment.