

March 20, 2026

Re: Course: Brain Hacks for Communication and Conflict Resolution

Instructor: Paula Oleska

Date of Course: March 12, 2026

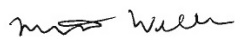
Dear DCAS:

Queensborough Community College hosted Paula Oleska for *the Brain Hacks for Communication and Conflict Resolution* course on March 12, 2026 as part of Human Resources' Professional Development Series for our employees. The feedback received from participants was very positive. Participants came away with practical and relative tools for managing difficult conversations and behaviors that were immediately applicable in both professional and personal settings. Techniques for staying calm and responding thoughtfully were very helpful (self-hug exercises, venting exercises, etc.) The strategies for reframing situations and managing emotional reactions were impactful.

The facilitator was knowledgeable, relatable, and engaging. Complex concepts were explained in a clear and accessible way. Ms. Oleska provided valuable insights for participants to understand both their own reactions and how to navigate others' behaviors. The college offered this program to all employees, and the participants covered a broad range of titles, from administrative through senior management. The participants were engaged throughout and were enthusiastic about her other course offerings and would be very interested in taking them.

I would highly recommend Ms. Oleska's course.

Sincerely,



Martha Weller, SHRM-CP
Human Resources Director