



# Are You Honking in Encouragement? Customer Service Lessons from the Geese

## Topics

- Teamwork & Interdependent Thinking
- Communication
- Be Part of the Solution
- Respect Diversity
- Ask & Encourage the Right Questions
- Professional in All We Do
- Lead with Integrity
- Let Technology Work for You
- Commit to Excellence
- Pull the Weeds

## Schedule

- ❖ Date: Monday, December 12, 2022
- ❖ Class Hours: 1:30-3:30pm
- ❖ Registration deadline: 5pm on Wednesday, December 7, 2022
- ❖ CE(s): 2.0 hours
- ❖ Primary Instructor: Tracey Foster, Hugh L. Landrum & Associates
- ❖ A Zoom link will be emailed the Friday before

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### REGISTRATION INFORMATION

Name \_\_\_\_\_ TDLR number \_\_\_\_\_

Jurisdiction \_\_\_\_\_

Mailing address \_\_\_\_\_

Email address \_\_\_\_\_ Phone number \_\_\_\_\_

\$50 per person (TAAD Member Districts, Affiliate/Associate Members)

\$100 per person (Nonmember)

**TOTAL AMOUNT ENCLOSED: \$ \_\_\_\_\_**

**Registration fees must reflect current membership status. No refunds for cancellations or no-shows.**

Please complete the registration form and return it along with payment to:  
**TAAD | 7700 Chevy Chase Drive; Bldg. One, Suite 425 | Austin, TX 78752-1558**

*TAAD Office Use ONLY*

Date: \_\_\_\_\_ Ck #: \_\_\_\_\_ Paid: \_\_\_\_\_ DB: \_\_\_\_\_