



Are You Honking in Encouragement? Customer Service Lessons from the Geese 2023 Online Offering

(pre-recorded session)

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:

- Class Hours:
 - AM - 9 to 11am
 - PM - 2 to 4pm
- CE: 2 CEs (*Customer Service*)
- Instructor: Tracey Foster
- Location: ZOOM online
- Registration deadline: 2 days prior to class, minimum

Registration Information:

Name _____ TDLR number _____

Jurisdiction _____

Mailing Address _____

Email address _____

Registration fees must reflect current membership. Must be registered to view/attend.
No refunds for cancellations or no-shows.

Session I plan to attend:

- Monday, February 13 – PM
- Tuesday, April 4 - AM

Registration fees per person:

- \$50 - TAAD Member District Associate/Affiliate Member
- \$100 - Nonmember

Please complete this form and return to:

TAAD 7700 Chevy Chase Drive; Bldg 1, Ste 425 Austin, TX 78752-1558

TAAD USE ONLY

Date: _____ Ck #: _____ Paid: _____ DB: _____