



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

## 2024 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:** 10am to 12pm CST
- **CEs:** 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 \_\_\_\_\_ City, St, Zip \_\_\_\_\_

Registrant's email address \_\_\_\_\_

Registration fees must reflect current membership. Must be registered to view/attend, even if TDLR credit is not needed. No refunds for cancellations or no-shows.

#### Session I plan to attend:

- April 4, 2024
- August 8, 2024

#### 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: \_\_\_\_\_