



YOU SAID ONE THING;
YOUR STUDENT,
CUSTOMER OR
COWORKER HEARD
SOMETHING ELSE.
NOBODY WAS WRONG,
BUT NOW EVERYBODY'S
CONFUSED...AND YOU
HAVE TO DEAL WITH IT!
LAUGH AND LEARN AS
BUSINESS HUMORIST
TODD HUNT INSPIRES US
TO COMMUNICATE SO
CLEARLY THAT WE'RE
UNDERSTOOD, AND SO
PRECISELY THAT WE
CANNOT POSSIBLY BE
MISUNDERSTOOD.

**Morning and
Afternoon
Sessions Available**

**Keynote by
Todd Hunt
@ 11 am and 1 pm**

**Two Breakouts:
10 Simple Truths
AND
Customer Love
taught both
morning and
afternoon**

**Course times and
details in
Training Tracker**

OCT. 4, 2016 CUSTOMER SERVICE CONFERENCE

For WSU Faculty and Staff

SPONSORED BY THE OFFICE OF WORKPLACE LEARNING,
HUMAN RESOURCES AND PRESIDENT'S COUNCIL



Registration required

Keynote and both breakout
sessions are listed in
Training Tracker,
course #'s:
401-05
401-10
401-15

Secure your spot today!