

**COME TO OKLAHOMA FOR THE  
REGION IV MEETING IN  
DOWNTOWN OKLAHOMA CITY.**

The training will be focused on customer service from a very entertaining and motivational speaker, Dr. Scout Cloud Lee.

Dr. Lee was a participant on the CBS show survivor. She was the third one remaining before being voted off. Survivor Vanuatu. She will undoubtedly share some of her experiences encountered during Survivor.



More detailed course description and bio of Dr. Scout Cloud Lee on the inside.



owntown in December

outdoor ice skating

picturesque water taxi excursions

magical botanical gardens

exhilarating snow tubing rides

twinkling lights

free trolley rides and more

Downtown Oklahoma City transforms into a spectacular wintry paradise during "Downtown in December."



**IIMC**

**Region IV Meeting**

**Oklahoma City, Oklahoma**

**December 4-6, 2008**

**Oklahoma Municipal  
Clerks, Treasurer's and  
Finance Officials  
Association**



Dr. Scout Cloud Lee is the founder and CEO of Vision Us, Inc. She has over 35 years of experience as an administrative leader, university professor, motivational speaker and corporate coach and consultant. Dr. Lee has an extraordinary ability to track and increase peak performance in individuals and in teams. She has extensive top-level experience in facilitating in corporate retreats, leadership trainings, individual productivity and performance coaching. She is an author of numerous books articles. Her research and experience in have resulted in featured documentaries in America, Canada and Europe.

She has compiled over 2,500 public appearances. In addition she had an audience of over 30 million, as she became a finalist on the CBS top reality show, "Survivor Vanuatu". Dr. Lee was also honored to carry the Olympic torch exemplifying the theme "light The Fire Within".

As a consultant, Dr. Lee designs and facilitates applied and experiential learning experiences that focus on personal excellence, leadership, communication, visioning and teaming.

In addition, Scout is the author of 12 books and over 100 articles. Her most recent book is "Sworn to Fun: Celebrate Every Little Thing", a collection of life altering principles. She is also a singer/songwriter and has brought her uniquely inspiring messages forward through toe-tapping music with memorable lyrics. She is a strong advocate for diversity and the profitability of "playfulness".

Dr. Lee touches the lives of individuals far beyond their expectations. Her clients include international corporations, governmental agencies and individual executive.

For more information see [www.scoutcloudlee.com](http://www.scoutcloudlee.com) and [www.vision.us.com](http://www.vision.us.com).

The most important information is included here on the inside panels. Use these panels to introduce your organization and describe specific products or services. This text should be brief and should entice the reader to want to know more about the product or service.

Hotel Information for the beautiful Renaissance of Oklahoma City, a Marriott Brand hotel located in the heart of downtown.



Experience the Renaissance of Oklahoma City, a Marriott Brand hotel located in the heart of downtown. Conveniently located near Bricktown Canal and Entertainment District, Bricktown Ballpark, OKC Nat'l Memorial, Cox Business Service Convention Center, and Ford Center Arena. With its four-diamond status, this downtown Oklahoma City hotel is a place of style, class, and boasts a uniquely provocative ambiance. Services include a full spa, coffee shop offering Starbucks, 24 hour room service, and a world-class executive chef. This Bricktown hotel is the perfect location for weddings, reunions, weekend getaways, romantic escapes, and conventions. With the state's largest ballroom and 170,000 square feet at the convention center- we are your convention headquarters. Experience the Renaissance of Oklahoma City.

## Customer Service Program

Vision Us, Inc. delivers an energizing, interactive, informative customer service program that keeps the interest of participants. It is proven that retention of information escalates when a person uses all of their senses in the learning process. We tap them all and make it fun!

Participants learn simple top performing customer service habits. They gain an understanding that positive habits grow by obtaining knowledge, skills and attitude. They learn the why, what, and how of premium customer service. They apply that knowledge through practicing skills that directly relate to their work world. Most importantly, they grow the attitude necessary to transform knowledge into skills and ultimately into lasting positive habits.

We emphasize internal as well as external customer. The bottom line is employees who work well together pass on better service to customers. The implementation of basic systems to support and reward positive habits consistently result in excellent internal and external customer service.

- How to establish customer rapport by using verbal and non-verbal communication
- How providing excellent customer can be a contagious, fun unifying experience
- The power of listening for customer needs and intentions
- The joy of consistently and easily exceeding expectations
- The ways to accomplish outcomes for even difficult customers
- Tips for tapping patience and perseverance when the challenge is steep
- Why customer service builds teamwork, cooperation and support
- How to stay energized, motivated and positive
- How we can demonstrate we value other's feelings
- Systems that support win/win for all concerned