



The Colorado Chapter of the International Customer Service Association (ICSA) offers a full range of programs that provide members with a forum for sharing knowledge and experience, searching for solutions and networking with other industry professionals.

2011 Program Theme: Values Driven Customer Service

Month	Day	Time	Program Topic	Meeting or Event
January	20	8:00 – 10:00 am	Building Ethical Customer Relationships	Monthly Meeting
February	17	8:00 – 10:00 am	Passive Profits: Managing Conflict in the Workplace	Monthly Meeting
March	17	8:00 – 10:00 am	Coaching for Improved Work Performance	Monthly Meeting
April	21	5:30 – 8:30 pm	Spring Networking Event & Social	Additional Cost
May	19	8:00 – 10:00 am	Providing Consistent Service Quality and Delivery*	Monthly Meeting
June	16	8:00 – 3:30 pm	Summit for Professional Growth	Additional Cost
July	21	8:00 – 10:00 am	Going Above and Beyond in Customer Care	Monthly Meeting
August	18	8:00 – 10:00 am	Improving the Probability of Making the Right Hire	Monthly Meeting
September	15	8:00 – 10:00 am	Energized, Engaged and Empowered Employees*	Monthly Meeting
October	06	7:30 – 10:00 am	Customer Service Awards Breakfast	Additional Cost
November	17	8:00 – 10:00 am	Managing Across Generations	Monthly Meeting
December	08	7:30 – 10:00 am	Annual Holiday Breakfast and Motivational Speaker	Additional Cost

*Panel Discussions

An Organization for Customer Service Professionals

Our Mission is to advance, strengthen, and promote the industry of professional customer service. We are committed to assist individuals and organizations with personal and professional growth and development, rewards and recognition and to link service professionals' world-wide

Become a Member Today:

- Membership includes all monthly meetings, discounts for paid events
- Annual Individual Membership fee is as low as \$100
- Corporate Memberships are available for \$450 and allow for one individual membership and any four additional people from the corporation to attend monthly meetings
- Guests may attend one meeting at no charge and additional meetings are \$15

All Regular Monthly Meetings are held on the third Thursday of the month from 8:00am to 10:00am
At ICSA Member locations

For Membership Information, Please Contact:

Tracy Larivee, ICSA Colorado Membership Chair at 720-256-3549 or email her at tracy.larivee@furstperson.com

For more information, meeting locations or to join online, Please visit our website at: www.icsacolorado.org

