



ICSA Newsletter

November 2008



November Meeting

Come and Hear the Amazing Story of the Tao of Everest!
Bring Your Colleagues!
Guest Speaker Ian Woodall
Principals of Personal Inspiration and Practical Leadership

When: Wednesday November 19, 2008
8 - 10 AM
Location: Hunter Douglas
1 Duette Way
Broomfield, CO 80020
(see page 2 for directions)



Be sure to put this on your calendar – we are meeting **WEDNESDAY** instead of our usual 3rd **Thursday** of the month. We are so fortunate to have Ian Woodall as our speaker, but we had to change the meeting day to accommodate his schedule.

There is no charge for the event but we must have an RSVP if you and colleagues plan to attend.

RSVP to Russ Schmuhl, Co-Chair, Programs at 729-870-4671 or rschmuhl@customercare.com by **Monday, November 17, 2008**

(Read more about this presentation on page 2)

The November meeting is also the annual election of your ICSA Colorado Officers and Committee Chairs. Ballots have been sent to all paid members. Should you have any questions, please contact Sharon Campbell at 312.395.9573 or sharon.campbell@us.thewg.com. Ballots must be received by Tuesday November 18.



Coming Events

December 4,
Thursday
Holiday Breakfast
at the
Pinehurst Country Club

Cost is \$25 for members and \$30 for non-members/guests

Please RSVP by sending payment to:
Colorado Chapter of ICSA
5944 South Holly Street, Suite 258
Greenwood Village, CO 80111-4221

January 15th
Thursday, 8- 10 AM
Meeting and Continental Breakfast
Topic: Work at Home Agents

Jim Ball, co-founder of Alpine Access will be discussing the five most common reasons some people think a home based agent model won't work--(And the reasons they are wrong)

Host Location:
Denver Water
1600 West 12th Avenue,
Denver, CO 80204

Watch your email
or visit our website
www.icsacolorado.org
for more details!

The Tao of Everest

What you will take away from this inspirational session:

One cannot lead others unless one is first inspired to lead oneself.

The Tao of Everest uses the power of emotional storytelling to introduce and reinforce the following principals of personal inspiration and practical leadership:

Concentrate on Can-Do's: In any given situation, one should resist the natural inclination to prevaricate and do nothing and should endeavour to take ownership of the problem by concentrating on what can be done, however limited, and not allow oneself to be overwhelmed by all those things which can't be done. "Sometimes we may not be the best person for the job, but we may be the only person for the job."

Make Mandela Moments: The principal of reaching out and recognizing the efforts of others regardless of whether those efforts are necessarily successful or not.

Invest In Integrity: Personal integrity is the basis of all leadership. "Integrity is what we do when no-one is watching."

Ian Woodall Biography

Ian was born in England, and then spent twenty-two years in South Africa, before returning to the UK. Between 1996 and 2007, Ian conceived, planned and led five expeditions to Mount Everest, reaching the summit on two occasions. Before embarking on his Everest expeditions, Ian worked as a school teacher, a catering manager, an internal auditor, as well as serving as an officer in the British Army. Ian now lives in the Principality of Andorra, deep in the Pyrenees Mountains on the border between France and Spain.

For more about Ian Woodall and *The Tao of Everest* visit our website www.icsacolorado.org or [The Tao of Everest](#)

Directions to Hunter Douglas:

Hunter Douglas Window Fashions

1 Duette Way

Broomfield, CO 80020

The ICSA meeting will be in building 5 on the Hunter Douglas campus.

Directions:

- From Hwy 36, exit at the Broomfield (US 287)/Lafayette exit and go north.
- Turn left onto Midway Blvd., the 1st or 2nd stop light, depending on whether you are coming from the east or the west on Hwy 36.
- Follow Midway Blvd. until you pass Hoyt St.
- After Hoyt, you will pass a driveway to a parking lot on the right, then turn at the following right (which looks like a road, but has no street sign).
- After turning right onto that road, take the first right into a parking lot - that is building 5. There will be a big number 5 on the building.
- Park anywhere.



COLORADO CHAPTER OF ICSA AWARDS BREAKFAST

The Colorado Chapter of ICSA had another successful awards breakfast to close out National Customer Service Week on Friday, October 10, 2008.

The awards breakfast is a time when members recognize and honor their front line customer service employees with public accolades and a unique trophy. ICSA members are given the opportunity to acknowledge the work of their top representatives. We hold this event each year to culminate National Customer Service. This year about 60 people attended and awards were presented to 18 star performers.

The morning started with a fabulous breakfast buffet. Once everyone had their fill, Jeannie Davis, our chapter President, welcomed everyone and introduced Beverly Brewer-Irons. Beverly serves on the national ICSA Board of Directors and provided attendees with an update on the organization's reorganization efforts. She reiterated their purpose is to support all local ICSA chapters. We were honored to have Beverly attend our Customer Service Awards Breakfast and appreciate the support we received from national ICSA.

Russ Schmuhl, our chapter Co-Chairperson of Programs, emceed the awards presentations. Lovely blown glass trophies were awarded to the following:

From Denver Water
Kelly Jackson, Carolyn King and Peter Bunch



From MillerCoors
Denise Kania



From Group Voyagers
Lana Graham, Rachel Casciato,
Michael Herrera, and A'Nedria Kaba



From SUPERVALU
Lana Rogers, Kathy Garcia, Kathy Armstrong, Neria Jester, Mark Mathis, James Dillinger, Dolores Richardson, Mindy Jones, Pia Blea, and Trish Ferreira



(Continued on next page)

Awards Breakfast (continued)



Following the awards presentation, Scott Friedman (www.funnyscott.com) spoke to the group. Scott is a motivational humorist and he did a great job of making us smile and laugh. He talked about turning any situation into one that makes us want to smile. He told us to use our "GPS – go play some" when we were stressed. It was a great talk especially during these times of economic uncertainty.

Finally, no ICSA event would be complete without door prizes. About one in every four people went home with a door prize from a gift card to Chili's to a duffel bag. It was a great event – good food, stories about the wonderful work that is being done in the customer service profession, a fabulous speaker and great door prizes.



Membership Information

Our regular meetings are held the 3rd Thursday morning of each month at a location of one of our members.

The first meeting is always free; thereafter, Individual meeting attendance is \$15 per meeting
Join as a member for \$100 annually and enjoy all the benefits our chapter has to offer

Not yet a member?

There are still a few more exciting events this year and much more to come for 2009.

- ★ November Meeting with Ian Woodall, The Tao of Everest
- ★ Year-end Holiday Breakfast at Pinehurst Country Club

For more details and to join,
Contact Paulette Fara-Schembri, our Membership Chair,
at 303-893-1850 or paulette@phillipstemps.com

2008 Board Members

President	Jeannie Davis, Now Hear This, Inc. 303-337-1991 Jeannie@phoneskills.com
Vice President	Sharon Campbell, The Warranty Group 303-228-6473 sharon.campbell@us.thewg.com
Secretary	Suzann Bacon, Denver/Boulder Better Business Bureau 303-996-3970 sbacon@denver.bbb.org
Treasurer	Maria Garcia Garcia.Maria.V@gmail.com
Membership	Paulette Fara-Schembri, Phillips Temps 303-893-1850 paulette@phillipstemp.com
Programs Co-Chair	Frank Rudy, Phoenix CTI 719-277-7177 frank.rudy@phoenixcti.com
Programs Co-Chair	Russ Schmuhl, Customer Care Institute 720-870-4671 rschmuhl@customercare.com
Communications Chair	Mike Fleischman, Education Sales Management 303-797-7573 mike@imaginationstudios.us
Web/Publicity Chair	Julie Anderson, Denver Water 303-628-6143 julie.anderson@denverwater.org
Past President	Maureen Lookabill, SUPERVALU 303-363-5945 maureen.lookabill@supervalu.com

A Message from ICSA National



Your ICSA Colorado Chapter is part of the larger, national ICSA Organization. We were recently contacted by Bill Gessert, President.

Dear Chapter Presidents,

I am extremely excited about the plans being developed to host an ICSA International Conference in 2009! The conference will take place the last week of September and will be held in Atlanta, Georgia with the assistance of one of our most active Chapters.

There will be a STRONG emphasis on our Chapters at this conference including:

- Chapter tables to “show your stuff”. You will be able to post photos of your events; provide any brochures or other publications; take in new members, and basically promote your chapter
- Re-introduction of our Chapter recognition program which will provide recognition and rewards for things like:
 - Largest chapter membership
 - Highest percentage of National Members
 - Greatest chapter growth
 - And more
- Chapter leadership roundtables allowing for all chapter leaders to meet to discuss challenges and share ideas that have worked for you. This should be a great opportunity to share the best ideas and enrich each chapters efforts
- Open discussion with the Board – this will be a great opportunity for direct communications and discussions between the Board and our Chapter leaders.

I am reaching out to you all today for a couple reasons. First, I want you to mark your calendars for September 27 – 30, 2009 and plan NOW to attend the conference. Secondly, we want to incorporate Chapter leaders into the Conference Committees being formed now.

As Chapter Presidents we welcome your participation in any of this effort. But I would encourage you to reach out to your Board to secure their participation. We know you have your hands full with your Number 1 priority which is your Chapter. So please reach out to your Board, as well as your general membership and let us know who is interested in jumping on board!

As you can see, there is need and opportunity for ICSA Colorado members to participate as local representatives to the national conference. If interested, please contact Jeannie Davis, President at 303-337-1991 or Jeannie@phoneskills.com.