

Offered through the Association of Bay Area Governments
Pooled Liability Assurance Network (ABAG PLAN)

ABAG PLAN invites you and your staff to the following two exciting, engaging, and fun seminars with Jean Steel:

Excelling in Customer Service

Date: December 2, 2015
Time: 10:00AM - 12:00PM
Location: City Hall Conf Rm 207
600 Elm Street, San Carlos



Dealing with Difficult People

Date: December 2, 2015
Time: 1:00PM - 3:00PM
Location: City Hall Conf Rm 207
600 Elm Street, San Carlos



Space is limited, so please sign up by registering directly at:
<http://plan.abag.ca.gov/training.html>

* Light breakfast refreshment and afternoon snacks will be provided.

About the Trainer:

Jean Steel

graduated from the University of California at Santa Barbara with a degree in Sociology. For ten years, Jean worked as a health educator in a variety of settings where a chance



conversation with one of her students led Jean to a jolting epiphany about the ways in which our minds affect our physical well-being. She returned to school and earned her Master's Degree in Wellness. Jean Steel founded Happy People Win to promote a unique and revolutionary approach to living life well, through workshops, webinars and speaking engagements.

“Jean is an energy shot and a positive attitude



adjustment all wrapped up in a package of humor, intelligence, and practicality. She receives uniformly rave reviews from every person I know who has attended one of her presentations. You simply can't go wrong with this presenter and you will leave her talk feeling like there's a lot that can go right if you simply choose to make it so.”

– Christine Dietrick

San Luis Obispo City Attorney

“Thank you again for your wealth of information on 'Dealing with Difficult People.' From what I heard and agree was the BEST presentation at the Animal Care Conference.”

- James Edwards, Operational Manager
Inland Valley Humane Society

“Jean did an excellent job as a Keynote speaker at the MMASC Annual Conference in May of 2013. She was inspiring, funny, and informative! She received great reviews from our attendees and I very much enjoyed working with her.”

– Brett Channing, President
**Municipal management Association
of Southern California**