PREP/PACKING LIST

Training Materials:
- Laptop
- Projector/In-Focus
- Speakers for laptop
- Media: PPT, Leadership video, All video links, tagul.com
- Flip chart pads
- Masking tape
- Flip chart markers
- Pens
- Dry erase markers
- Laminated customer service model poster
- Laminated ground rules poster
- Sign-in sheet
- Name tent cards
- Blank cards/post-its for good greeting/bad greeting activity
- SWAG
- Snacks/water (optional)

Handouts (in folder):
- Service Principles & Behaviors
- Leadership Statement
- Think Yes Statements
- Greeting Guidelines
- Communication Tips
- Difficult Conversations
- Empathetic Communication
- Empathy Activity Worksheet
- Be Part of Your Team Checklist
- Self-Care Resource List