

**LACONI/CSS Section**  
**November 17, 1011**  
**Meeting Minutes**

The President, Paula Pena, welcomed everyone to the meeting. She mentioned that we will sponsor a program at Reaching Forward in May. We will also have a table at Reaching Forward. Our next meeting will be May 19, 2012 at Warren-Newport in Gurnee and topic will be RIFD. During the break Jaclyn Rowe will have her books for sale in the lobby. Susan Farid read the treasurers report. Gail Grunst mentioned that the minutes from last meeting were on the registration table. Paula introduced the speaker, Jaclyn Rowe.

The name of the program is titled *Wired That Way for Customer Service*. Jaclyn said that our personalities are wired in us. There are several contributing factors in making up our personality. They are as follows:

- Personality (we are born with it)
- Birth order
- Gender
- Childhood experiences
- Adult experiences
- Spiritual Bias

The first three we have no choice in.

She gave a handout with four types of personalities:

- Popular/Playful Sanguine – Yellow
- Powerful Choleric – Red
- Peaceful Phlegmatic – green
- Perfect/Proper Melancholy – blue

She discussed the characteristics of each personality type and how to deal with them. Being aware of your personality type and the customer's personality will help you in dealing with customers. We divided into groups by personality types and discussion followed.

The meeting ended with a raffle, and a thank-you to Prospect Heights Public Library for hosting the meeting. The meeting was followed by a tour of Prospect Heights Public Library.

Respectfully Submitted By  
Gail Grunst  
Secretary