



# *Discovering the Silver Lining*

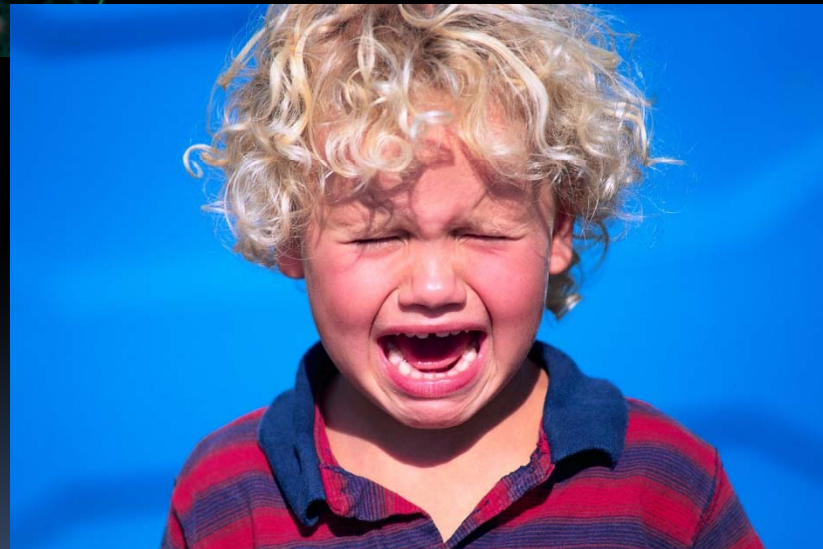
2010 LGPro Annual Conference 18-19 February 2010, Melbourne Park Function Centre

## **SILVER LINING OF SILVER SERVICE**



You can please some of the people some of the time...

But you can't please all of the people all of the time.



# DILBERT

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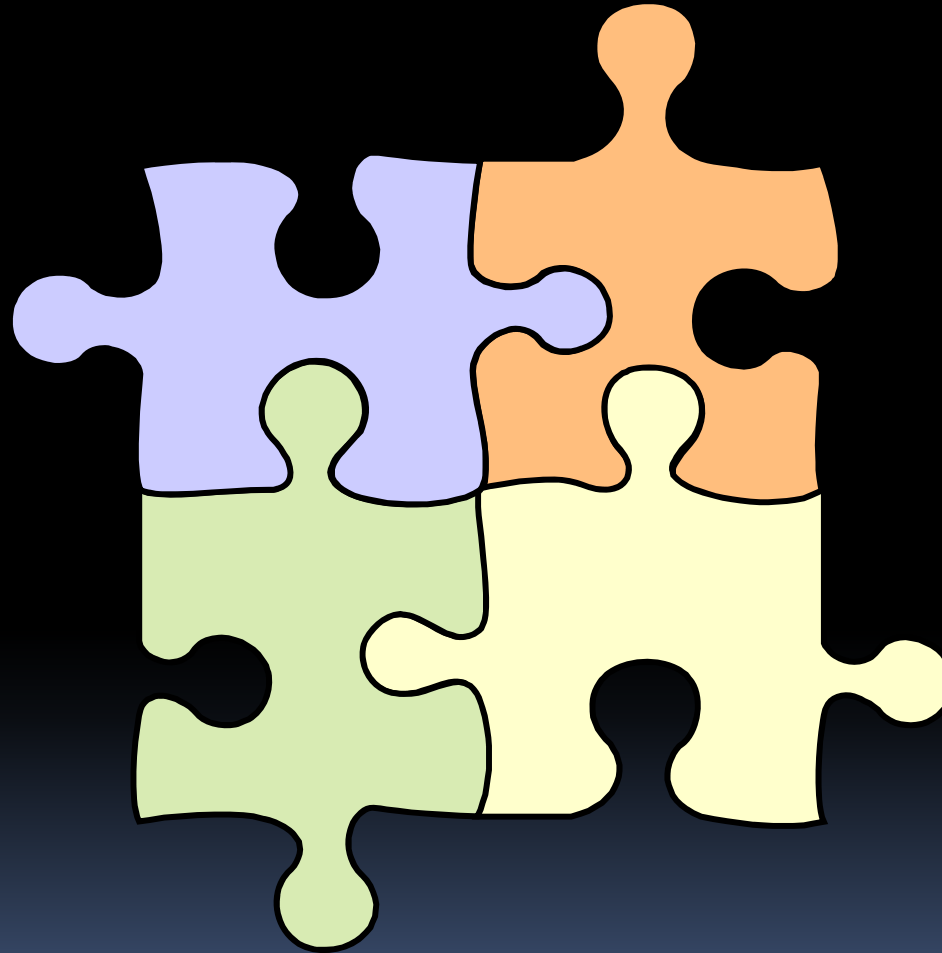


LOCAL GOVERNMENT  
**LGPRO**  
PROFESSIONALS  
THE LEADING VOICE

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# The 10 minute challenge .....



You can't build a reputation on  
what you're going to do.

Henry Ford

# **Your take away .....**

**To have staff do it because they want to,  
not because they have to**

**as they are dealing with customers ....**

**Who interact with Council because they  
have to, not because they want to.**