



Alabama Transportation Assistance Program presents a webinar on

Customer Service

Instructed by: Carolyn Miller

April 8, 2026

9:00 AM – 11:00 AM CST

Working and navigating public customer service presents its own unique set of challenges. This seminar will provide an overview of working with the public and some of the misconceptions the public may have about government, the nature of hostile and abusive behavior and some specific strategies for defusing and managing challenging situations.

The cost of the webinar is \$50.00. Please register at <https://aub.ie/2026-04-customer-service>. Participants completing this webinar will receive 0.20 Continuing Education Units (CEUs), 2.0 Professional Development Hours (PDHs). Certificates of participation will be emailed after the webinar. Thank you for your continued support of the Alabama Transportation Assistance Program.

Webinar Instructor

Carolyn Miller

Carolyn Miller is the deputy county manager in Chatham County, North Carolina and has instructed in the areas of leadership, conflict management, and supervision for over 25 years. She is a graduate of the University of Wisconsin, Pennsylvania State University, and East Carolina University. She is an original instructor in the Chatham County Leadership Academy, their in-house training curriculum focusing on professional development of employees. In addition, she is an instructor with NC LTAP, Kentucky Transportation Center, and Florida LTAP in the continuing education programs for local

government employees, instructing courses in supervision, leadership, ethics, and conflict management.

Cancellation Policy

We understand that circumstances may arise that could require you to cancel your registration, and we make every effort to accommodate your needs. Due to commitments to our instructors and facilities, the registration fee is not refundable if a registrant withdraws less than five working days before the workshop. You may substitute registrants; please notify us in advance if possible. Non-paid, no-show registrants will be invoiced for the full cost of the workshop. ATAP reserves the right to cancel or modify any program offering but will provide registrants with the option of a full refund. Auburn University will not be responsible for expenses incurred by a registrant as the result of a cancelled or rescheduled workshop.