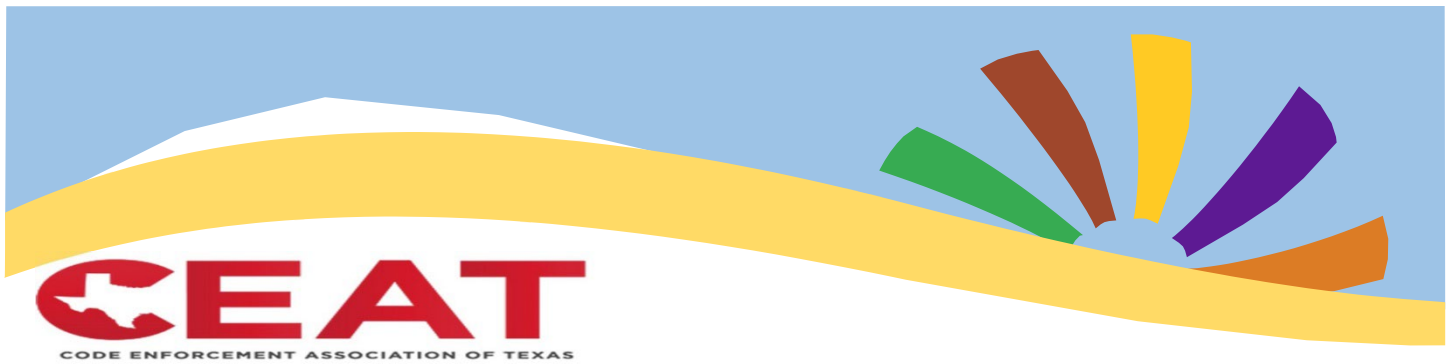




CODE Training—Region 7 (San Antonio)

Instructor: Scott Mc Elrath (City of Stafford)

- Situational Awareness ----- 45 min.
- Communication -----45 min.
- Managing stress and dealing with difficult customers -----30 min.
- Customer Service in stressful environments -----30 min.
- Active Listening Techniques: -----30 min.
- When to disengage and request assistance----- 30 min.
- Conflict Resolution Techniques ----- 30 min.
- Compassion Fatigue and Burnout Prevention ----- 30 min.
- Building Resilience in Public Service -----30 min.
- Legislative Review/ Update----- 1 hr.

CEAT will be offering a free 6-hour CEU Training to its current members. Become a CEAT Member for \$60.00, Non-members will need to pay \$100, Payment at

<http://www.ceat.us> **No partial CEU credit will be given.**

Friday: September 11, 2026, • Regional CEU Training (6 hours)
Wheatley Heights Facility • 200 Noblewood Dr. • San Antonio,
TX • Time: 8:00am - 4:00pm • Lunch is on our own

Sign up with Anna Rodriguez at: anna.rodriguez@sanantonio.gov
(210)416-5891



Class Registration Information

Please type or print legibly

Name: _____

City of: _____

Address: _____

Phone: _____

E-Mail: _____

Make Check Payable to:

www.CEAT.US

P.O. Box 41115

Beaumont, TX 77725

CEAT Treasurer at 409-782-0655

Sign up with Anna Rodriguez at: anna.rodriguez@sanantonio.gov
(210)416-5891