



Horizon Federal Credit Union
330 Pine Street
Williamsport, PA 17701

\$249 per person

Expectation Station: On the Right Track Every Time

Tuesday, September 15, 2026

Strong communication is the key to solid member relationships and organizational success. Unclear expectations are a major driver of disengagement and underperformance. Setting and communicating clear expectations ensures your team knows what success looks like, how to prioritize, and how their work connects to the bigger picture.

Kelli is a frequently requested facilitator at Expand Expo.

- ★ Learn how to prevent frustration by setting clear examples from the get-go.
- ★ Communicate timelines and expectations without overpromising.
- ★ Deliver tough news with confidence and compassion.
- ★ Develop tools to keep members informed during wait times and delays.
- ★ Discover techniques for service recovery when expectations were not met.
- ★ Plus, much more!

Sponsored by:



Kelli Vrla, CSP, CCSP, a Road Warrior for Workplace Engagement, is on a quest to help busy professionals boost engagement and cut distractions, while keeping an eye on customer satisfaction and the bottom line.

Kelli has enlightened and "enter-trained" thousands in the U.S., Europe, Asia, and North and Central America with her powerful Leadership and Engagement topics. She shares her lessons and 30+ years' experience dealing with DIFFICULT PEOPLE, UNEXPECTED CHALLENGES, and CONSTANT CHANGE.

As a kick-off morning show host, Kelli energized listeners on the NATION'S first all-women TALK RADIO SHOW. In addition to serving on the boards of the National Speakers Association-North Texas and both the Dallas and Boulder Classical Guitar Societies, she has worked with clients ranging from Lockheed Martin, NASA, H&R Block, ExxonMobil, The Department of Defense, IBM, and Southwest Airlines.



Register Online at www.ExpandExpo.org