



FREE SPRING CUSTOMER SERVICE SEMINARS

FEATURING JAMES T. ROBILOTTA

WHO SHOULD ATTEND: **Anyone working with customers and visitors**

TIME & DATE: **9-10:30 a.m. on TUESDAY, MAY 5, 2026**

LOCATION: **RAPID CITY - The Monument (LaCroix Hall C), 444 Mt. Rushmore Road N.**

REGISTRATION: **Registration is not required for this session. There is no charge to attend.**

Choosing to Care: How curiosity creates community in the workplace

No organization wants its people to be apathetic—toward the work, the people, or the community. Community ignites loyalty and drives retention in both in-person and hybrid workplaces, and is built with one simple thing: curiosity. Curiosity is the opposite of apathy. Events are ideal opportunities to authentically connect, reflect, validate, and innovate. In this hysterical and motivational presentation we will talk about how to ask better questions, change the way we hear people's stories and insights, and adapt the mindset of curiosity. Let's stop the apathy and the assuming and start learning about each other because curiosity creates community.

MEET THE SPEAKER



James Robilotta, CSP, is a leadership author, motivational speaker, emcee, and trained improv comedian. After years of leading teams, he built two successful businesses—including his speaking and coaching practice, where he helps organizations create stronger, more human workplace cultures.

Since 2009, James has spoken internationally, using humor to spark meaningful conversations that inspire reflection and action. His work focuses on fighting apathy, improving feedback, and helping leaders better engage and retain their people.

His core belief: we don't learn from perfect people—we learn from imperfect ones. Companies like American Express, GE, Accenture, and Afterpay have embraced this message to transform how their teams show up for each other. James is on a mission to make workplaces more human—where people feel seen, heard, respected... and maybe even laugh a little.

See more on James' website, jamestrobo.com.