



FAA Product/Service Council Meeting  
Monday, May 8, 2017, 1:00-5:00 p.m.  
Hyatt Regency Coconut Point Resort & Spa  
5001 Coconut Road, Bonita Springs, FL 34134  
Meeting Room: Sanibel Ballroom

#### Meeting Agenda

- I. Call to order – Erin Toung, Council Chairman
- II. Educational Session: Emotional Intelligence  
Speaker: Keith Lubner (1-2:30 p.m.)
- III. 15-minute Break (2:30-2:45 p.m.)
- IV. PSC Meeting (2:45-3 p.m.)
  - a. 2016-2017 PSC Call for Nominations
  - b. FAA's New Website – Erin Toung
    - i. Business Directory and Enhanced Listings
    - ii. Website Advertisement Options
  - c. Conference Update – Ralph Robinson
  - d. New Business
- V. APAC Panel (3-3:30 p.m.)
- VI. Educational Session: DISC - Understanding Yourself and Others  
Speaker: Hellen Davis (3:30-5p.m.)
- VII. Adjournment