

**PLANO CITY COUNCIL WORK SESSION**  
**January 11, 2016**

**COUNCIL MEMBERS PRESENT**

Harry LaRosiliere, Mayor  
Lissa Smith, Mayor Pro Tem  
Ben Harris, Deputy Mayor Pro Tem  
Angela Miner  
Rick Grady  
Ron Kelley  
Tom Harrison  
David Downs

**STAFF PRESENT**

Bruce Glasscock, City Manager  
Frank Turner, Deputy City Manager  
LaShon Ross, Deputy City Manager  
Mark Israelson, Assistant City Manager  
Jack Carr, Assistant City Manager  
Paige Mims, City Attorney  
Lisa C. Henderson, City Secretary

Mayor LaRosiliere convened the Council into the Work Session at 5:02 p.m. on Monday, January 11, 2016, in the Plano Municipal Center, Training Room A, 1520 K Avenue, Plano, Texas. A quorum was present.

**Presentation and discussion with City Council on effective skills for public meetings**

Ms. Cooksey, with Cooksey Communications, stated the purpose of the presentation was to provide tools to be more engaged with citizens when they appear to speak before Council. She spoke to body language and tone of voice over riding the content of the message. Ms. Cooksey provided body language dos and don'ts and suggested speaking in a happy, confident voice to allow for the message to be received as intended. She encouraged the Council to actively listen, repeat the question, take a moment to respond in a calm manner, disagree respectfully, and admit if the answer is not known.

Nothing further was discussed. Mayor LaRosiliere adjourned the meeting at 5:46 p.m.

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**Harry LaRosiliere, MAYOR**

ATTEST

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Lisa C. Henderson, City Secretary