

## Gwen Rollings Briefs United Concordia TDP Staff

Gwen C. Rollings – author, poet, public speaker, and military spouse, briefed over 300 United Concordia staff members on August 29, 2008.



Her presentation titled “Personalities in the Workplace” allowed for active participation for all attendees. It assessed each participant’s personal decision making and organizational processes, judgment, traits, communication methods, and perception that make up their personality preferences. From this, the participants’ unique talents and skills were identified so they could be utilized for increased productivity and personal satisfaction in both their professional and personal lives. Key to her presentation was for participants to understand their own personalities and recognize fundamental traits in their customers, coworkers, friends, and families, so as to allow for greater understanding and improved communication processes and customer service.

Ms. Rollings’ experience as a U.S. Marine Corps military spouse for over 31 years provided a unique perspective that complimented her presentation and directly related to the TDP military community. The United Concordia staff appreciated her experience, insight, and genuine concern for our military members, families, and those who serve this population. When surveyed about Ms. Rollings’ presentation, the United Concordia staff’s most common response was: “We wanted to hear more!” Many simply wanted to convey their thanks for giving them a better understanding of others.

Her book - *We Band of Sisters* – chronicles her life as a military spouse. It is a fascinating read that serves as a roadmap to guide other military spouses. To order an autographed copy, email [webandofsisters@aol.com](mailto:webandofsisters@aol.com) or call (352) 345-3122.

United Concordia thanks Ms. Gwen Rollings for her outstanding presentation. To learn more about Ms. Rollings, [click here](#).