

Lisa Tiller

CHANGE AND LEARNING LEADER; DALLAS

Southwest Airlines prides itself on recognizing potential and cultivating Leaders from within. Take, for example, Lisa Tiller. In her 10 years with Southwest, Lisa has been a Customer Representative, Quality Assurance Supervisor, Team Leader, and Facilitator. Her most recent promotion brought her to Southwest's Headquarters in Dallas as the Change and Learning Leader for the Customer Support and Services Department (formerly Reservations). Lisa leads the Team responsible for facilitating change and providing classroom training for Employees in our six centers.

Before coming to Southwest, Lisa taught high school speech, drama, and debate in North Little Rock, Arkansas. Over the years, teaching and learning have remained her passions. "Being a part of the Team that helps prepare our Employees to give great Customer Service is a true honor," she says. "I think my current role with Southwest is a perfect fit." Lisa's Coworkers couldn't agree more, and describe her as a "mentor, counselor, guide, and friend." That explains one of Lisa's favorite teaching-related quotes, and one she lives by and instills in those she leads: "They don't care what you know, until they know that you care."

One of Lisa's favorite Southwest Freedoms is the ability to help friends and family travel across the country for special occasions. "In the last few years I have had several close friends retire from teaching," she says. "Being a part of bringing people together to celebrate accomplishments like that is a real joy for me."

Lisa recently participated in Southwest's Manager in Training program with peers from throughout the Southwest System. She appreciates the Company's investment in Leadership training and says, "The encouragement we receive to make contacts and communicate across Department lines is another thing that sets Southwest apart from many other companies."

When Lisa is not traveling for work, she enjoys visiting friends and family in Little Rock, Oklahoma City, and New Orleans. Whether at work or in her personal life, she believes that one of the greatest things she can do for others is to help them learn and grow.

We're glad to have you onboard this Southwest flight, and if you should need to give us a call before, during, or after your travels, chances are you'll speak with someone Lisa has trained, or will train, in the future. And what is she teaching them? How to provide you with excellent Customer Service.

—Nathan Tyson

Lesson Plan
Lisa points
the way for
Employees.

