



CUSTOMER SERVICE / DE-ESCALATING DIFFICULT SITUATIONS PILOT CLASS

ABOUT THIS COURSE

Good customer service not only has the potential to minimize the organization's risk, it also makes for a more pleasant workday. Whether you're new to the job or have several years of experience, we can all use a little skill polishing, and this 3-hour training session is designed to do that. The suggested audience for this training is currently managers and supervisors.

WHAT YOU WILL LEARN

- Behaviors that will minimize county risk
- Which behaviors get results faster
- How to de-escalate difficult situations
- How to end the exchange well
- The importance of the Forgiveness Factor

ABOUT THE INSTRUCTOR

Jan Harrison will be leading the training session. Jan has worked with agencies and companies all over the US and specializes in the nuances of good communication. Jan's style is never boring, so plan to have some fun, too. If you want a preview, check out www.jharrisonsolutions.com.

Friday

September 22, 2017

**Two separate sessions
to choose from!**

9:00 AM to 12:00 PM

&

1:00 PM to 4:00PM

Thurston County -

**Tilley Complex—
ECC Training Room**

2 Elective

CPO Credits!

Registration

Please register *online* at www.wcrp.info: click on the Training tab, then select WCRP Events & Training Online Registration Form. Site address and driving directions are provided with your online registration confirmation.

Fee

No charge for Member County Attendees

Questions

Contact Hanna Braennstroem at (360) 292-4482 or hanna@wcrp.wa.gov