

# When the Public Attacks: Techniques for Customer Service Personnel

## 2-Day Workshop

This 2-Day experiential workshop is designed for employees who deal with the public directly, facing very specific and different challenges than most other departments. For most, the public's demand for conversion exceeds your available time.

## What you will learn

Basic concepts and skills:

- Dealing with emotional people
- The dynamics of conflict
- De-escalation techniques
- Techniques to close discussions quickly
- Interpersonal communication skills
- Learn to reframe the negatives into positives

## Who would benefit from this course

- Employers and Employees
- Supervisors
- Community member
- Legal professionals
- Customer service
- Sales people

## 2017 Schedule

May 11 & May 12

September TBD

9:00am – 5:00pm  
Daily

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## Registration Fee

\$550 per person

Group rates: \$500 per person (5 or more from the same organization)



**Registration form on back or at  
[www.centerforresolution.org](http://www.centerforresolution.org)**

# 2-Day Workshop

*When the Public Attacks: Techniques  
for Customer Service Personnel*

## Registration Form



**CENTER**  
FOR DIALOG & RESOLUTION

Helping People Reach Agreements

[www.CenterForResolution.org](http://www.CenterForResolution.org)

### Participant information

Name \_\_\_\_\_

Address \_\_\_\_\_

Employer \_\_\_\_\_ Job Title \_\_\_\_\_

Home phone \_\_\_\_\_ Cell \_\_\_\_\_

Email \_\_\_\_\_

Name as it should appear on your Certificate of Completion \_\_\_\_\_

How did you hear about the training? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What, if any, background or knowledge do you have with mediation?

\_\_\_\_\_

\_\_\_\_\_

What is your reason for taking the training? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Cost of Training

\$550 Registration fee

\$500 Group rates (3 or more per organization)

CEU credits pending

**Total amount due: \$ \_\_\_\_\_**

My check is enclosed for \$ \_\_\_\_\_ made payable to CDR

Please charge \$ \_\_\_\_\_ to my credit card (see below)

### Credit Card billing information

MasterCard  VISA  Discover

**Total amount due: \$ \_\_\_\_\_**

Name as it appears on card \_\_\_\_\_

Card number \_\_\_\_\_ Exp. \_\_\_\_\_ Security code \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Billing Address \_\_\_\_\_