

TECHNICAL TRAINING



SUCCEEDING AS A FOREMAN IV

Communicating with Customers in Difficult Situations

Thursday, October 8, 2015
North Adams City Hall
10 Main Street
9:00 a.m.- 3:00 p.m.
(Registration / Continental breakfast 8:45 a.m.)
Lunch included

Interacting with residents and other outside customers can sometimes be challenging and time-consuming. How do you deal with difficult situations-and people-while giving excellent customer service? This workshop offers tips and techniques to help you deal successfully with tricky issues that occur frequently.

Agenda:

- * Face-to-face communication
- * Listening and nonverbal skills
- * Communicating technical information and negative news
- * Handling complaints



LOCATION

North Adams

PRESENTER

Blunt Consulting Group

Rockie Blunt, Ed.D.
Trainer

Rockie Blunt is president of Blunt Consulting Group, a West Boylston-based firm that offers management and organizational communications training and consulting services to companies and organizations throughout New England. He has worked extensively with municipal and state agencies, and has built a reputation as a lively speaker who delivers informative seminars.

* Anticipating situations and following up.

Who Should Attend

The program is open to all foremen or supervisors who are responsible for the day-to-day management of field operations for their towns. Whether you are a veteran foreman or someone who hopes to achieve that position in the future, you will benefit from this program.

Although this is the fourth in a series of Foreman workshops, attendance in Succeeding as a Foreman I II or III is NOT a prerequisite to Succeeding as a Foreman IV.

Attendance at this seminar qualifies the MIIA member for 2% credit under the FY16 MIIA Rewards Workers Compensation category.

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