



MIIA Professional Development Training

“I Pay Your Salary”: Responding to Difficult Situations with Residents, Patrons and Customers

Date:

October 10, 2018

October 11, 2018

Time:

1:00-2:30pm

Presenter:

Allan Marsh, MBA

Location:

Stoneham Police Station
Training Room
47 Central Street
Stoneham, MA 02180

Contact:

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To Register:

Go to www.emiia.org and
click on “Training Calendar”

From time to time, we all have to deal with people and situations that we find challenging; public service employees certainly face their fair share. While getting the job done efficiently and safely, the public service employee is expected to retain a positive public image for their department and municipality. When confronted with a resident’s disappointment, anger or entitlement, what one wants to say and what one should say are often two very different things. Participants in this seminar will learn specific techniques for defusing and resolving difficult situations with residents.

Presented by your Employee Assistance Program, offered through AllOne Health

1.800.451.1834