



Citizen Service Skills Workshop

(or How to Work with the Tough Customer)

Have you noticed that citizens are less patient and more demanding than in the past? Serving the public is a challenging job that requires effective listening, problem solving, conflict resolution, communication, and interpersonal skills. This workshop will review the basics and some of the newest concepts and tools.

Participant Outcomes:

This workshop is for all municipal staff to learn new techniques in assisting the public in an effective and positive way. There will be break-out sessions, and transfer station attendants will be in separate sessions.

- Learn compelling reasons for citizens to provide positive behavior such as recycling
- Techniques for introducing environmental and other important topics to citizens
- How to deal with difficult or angry citizens
- Discussion and sharing of best practices
- How to partner with local schools to share information

Training provided by the New Hampshire Bureau of Education and Training.

TRANSFER STATION ATTENDANTS CAN RECEIVE 2-1/2 HOURS CREDIT FROM NH DES FOR ATTENDANCE.

Thursday, August 20, 2015

9 AM—Noon

Grantham Town Offices (Park in Back)

300 NH Route 10

Grantham, NH 03753

Register at:

<http://tinyurl.com/citizenserviceskills>

Or contact Victoria Davis at 448-1680 or

vdavis@uvlsrpc.org.

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Sunapee Regional Planning Commission
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