



## Dealing with Difficult Customers Training Calendar

This two-hour class will cover the fundamentals of Dealing with Difficult Customers such as how to identify our strengths and weaknesses when interacting with difficult customers, how to develop strategies for anticipating the needs of our customers, and how to develop methods to better information-gather and problem solve.

The remaining session scheduled for 2010 is:

- Thursday, December 9 from 2 pm – 4 pm

The sessions scheduled for 2011 are:

- Friday, May 13 from 9 am – 11 am
- Monday, December 12 from 2 pm – 4 pm

### **Organization Development & Training Division**

Our mission is to constantly build organizational effectiveness by providing the material and conceptual resources needed to improve performance and enhance the quality of work life. We are committed to the continuous growth and development of our people.