



## DVWCT and DVPLT Training Announcement

**Title:** Customer Service and Dealing with Difficult People  
Penn State Public Entity Leadership Certificate Program (Elective Course)

**Description:** Great improvements in public perception of government can be obtained if public entities consider their residents as customers as opposed to simply “the tax base”. This program discusses customer relations within the context of municipal government activities. Leaders will be introduced to the “customer-driven” economy environment and provide techniques for fostering a culture of customer focus within their areas of responsibility.

**Provider:** Penn State University Abington Faculty

**Schedule:** Wednesday, May 15, 2019  
9:00 a.m. to 4:30 p.m.  
(Lunch provided)

**Location:** Delaware Valley Trusts  
719 Dresher Road, Horsham, PA 19044

**Eligibility/Cost:** Open to DVWCT and DVPLT members at no cost.

**Deadline:** Two weeks prior to training date.

**Questions:** Contact [cbigham@dvtrusts.com](mailto:cbigham@dvtrusts.com) or (267) 803-5720 or contact the Risk Control Department at (215) 706-0101.

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### Please register the following individuals:

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Person completing form: \_\_\_\_\_ Email: \_\_\_\_\_

Name of municipality: \_\_\_\_\_ Phone: \_\_\_\_\_

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### Registration options:

**REGISTER ONLINE**

Go to [www.dvtrusts.com](http://www.dvtrusts.com)  
Click on Training & Events

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Fax completed form to:  
215-706-0895

**REGISTER BY EMAIL**

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[cbigham@dvtrusts.com](mailto:cbigham@dvtrusts.com)

