**DVWCT and DVPLT Training Announcement**

**Wednesday November 28, 2018**

**9 a.m. to 10 a.m. Developing a Customer-Focused Attitude**

**It is critical to evaluate the effectiveness of our customer service skills. Not only do we deal with external customers, but we also spend time interacting with internal customers, our coworkers. This workshop includes a self-test, which helps participants recognize their strengths and weaknesses in this area. Other topics include dealing with difficult customers, diffusing a difficult situation and “five foundations for a successful customer interaction” which helps participants recognize opportunities for improving customer service and retention.**

**10:15 a.m. to 11:15 a.m. Respect and Harassment Awareness for Employees**

This workshop reviews the legal definition of harassment pertaining to sexual harassment and elements of the Title VII law. It addresses the impact of disrespectful and harassing behaviors, with emphasis on how inappropriate and unaddressed behaviors, attitudes or actions can escalate into potential workplace violence. Consequences of violating an organization’s anti-harassment policy including the impact on both employees and the organization are emphasized. Participants will learn what constitutes harassment, why it is so difficult to report it, and how it can be reported with assurance of non-retaliation. Increasing awareness results in a less stressful and more productive workplace.

Presenter: Matt Verdecchia, Senior Trainer, Health Advocate

Location: Delaware Valley Trusts – Main Training Room, 719 Dresher Rd., Horsham Pa.

 A light breakfast will be provided.

Eligibility: Open to Workers’ Comp and Property & Liability members at no cost.

Questions: Contact cbigham@dvtrusts.com or (267) 803-5720.

**Please register the following individuals:**

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

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

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

**Registration options:**

**REGISTER ONLINE**

Go to [www.dvtrusts.com](http://www.dvtrusts.com)

Click on Training & Events

**REGISTER BY FAX**

Fax completed form to:

215-706-0895

**REGISTER BY EMAIL**

Email completed form to:

cbigham@dvit.com