



DVWCT and DVPLT Training Announcement

Title: **Customer Relations and Dealing with Difficult People – Elective Course
Penn State Public Entity Leadership Certificate Program**

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.

Virtual instruction requires that all participants remain connected for the duration of the session, and video must be enabled. An extended break will be provided at lunch time. All participants are encouraged to follow instructions of the presenter regarding group discussions to maximize effectiveness of achieving program objectives.

Provider: Penn State University Abington Faculty

Schedule: Thursday, December 9, 2021
9:00 a.m. to 4:30 p.m.

Location: Virtual Presentation via Zoom – a Zoom link with instructions will be sent to registrants about a week prior to the class.

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

Deadline: Two weeks prior to training date.

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

Please register the following individuals:

Name: _____ Email: _____

Name: _____ Email: _____

Person completing form: _____ Email: _____

Name of municipality: _____ Phone: _____

Registration options:

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Go to www.dvtrusts.com
Click on Training & Events

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215-706-0895

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