

COPING WITH THE ANGRY PUBLIC

Whenever we are working with the public there will be times when we must deal with difficult customers. These range from the uninformed client to the angry citizen. This course explores methods and skills needed to handle the tough situations. The goal is to maintain constructive relationships as much as possible while not compromising professional responsibilities.

Helena, Montana

Thursday April 9, 2015
8:30 a.m. — 4:30 p.m.
Mitchell Building



Available for POST, CEU, and OPI Renewal

Investment: \$123

(discounts for multiple attendees from one organization)

