



**Customer Service Training**

**Wednesday, September 12**

**9:00 am to 4:00 pm**

**The X-Center, 701 N. Taylor Way**

**Nixa, Missouri**

**Serving emotional, difficult-to-please customers**

One of the most challenging parts of working with customers/citizens is handling dissatisfied, sometimes even aggressive people. Learn practical tips on how to professionally deal with situations before they go from bad to worse.

Attendees will learn:

- \* How to avoid being manipulated by the behavior of others.
- \* To understand the patterns of negative interactions and how to respond effectively.
- \* How to guide stressful and potentially dangerous confrontations toward successful conclusions.

\$140  
member utility employee and/or  
staff member of city's govern-  
ment

\$170  
for non-member of MPUA

**REGISTRATION DEADLINE:**  
**Wednesday, September 5, 2018**

**Reviews from Sikeston class...**

“Going through some things at work and the class touched on what I have been struggling with. Thanks!”

“Honestly, I was not looking forward to this class BUT I am very glad I attended! Great class :-)”



**MPUA**  
Missouri Public Utility Alliance

**Registration**

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**REGISTRATION DEADLINE: Wednesday, September 5, 2018**

CITY/ORGANIZATION \_\_\_\_\_

MAIN CONTACT PERSON'S NAME \_\_\_\_\_

PHONE \_\_\_\_\_ E-MAIL \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY/ZIP \_\_\_\_\_

**PARTICIPANTS**

Name \_\_\_\_\_ Title \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

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Name \_\_\_\_\_ Title \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

COST FOR EACH \$140 member/\$170 non-member

NUMBER ATTENDING \_\_\_\_\_ TOTAL COST \$ \_\_\_\_\_

CIRCLE ONE:      check included                      invoice us

Return registration to **MPUA: training@mpua.org, (fax)573-777-8031, (mail)1808 I-70 Drive SW, Columbia, MO 65203**