

Challenging Situations

March 10, 2010

10:00 a.m. – 11:00 a.m. EST or
3:00 p.m. to 4:00 p.m. EST

Topics covered will include:

- Describe ways to interact effectively with members at peak times
- Discuss methods for correcting errors
- Explain effective methods for resolving member complaints
- Identify successful ways to interact with angry members
- Apply active listening techniques to identify the cause of member anger
- Demonstrate valuable techniques for defusing anger
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Formats: \$199 per telephone connection or CD Only. *Unlimited Listeners*
\$249 telephone connection and CD

Cancellation: Refunds will be issued, less a \$50 administration fee, up until the handouts and access information are emailed.

If you have not received your handout materials 3 days prior to session, contact the Education Department.

For more info... call us at 800-572-7359 or 423-899-2425 x 119 or 138
FAX: 423-899-8726 MAIL: P.O. Box 21550, Chattanooga, TN 37424



Sign Us Up!

Challenging Situations
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Credit Union _____

Format ordered

Address _____

Contact Person _____

Session
AM or PM

Email Address _____

Phone _____ Fax _____



Distance Learning

Donate to the Herbert Ellison Scholarship Fund: ___ \$25 ___ \$50 ___ \$75 ___ \$100 ___ Other

Payment Method:

___ Enclosed is a share draft/check for \$ _____ payable to Tennessee Credit Union League.

___ A share draft/check for \$ _____ payable to Tennessee Credit Union League will follow.

___ I authorize Vol Corp Credit Union to debit the credit union account for \$ _____

Account #: _____ Authorized Signature: _____

(Requires prior completion of Authorization Agreement for Direct Payments [ACH Debits].)