

# Member Service Excellence

March 24, 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 how to make a positive first impression
- Identify techniques for building rapport with members
- Demonstrate guidelines for determining members needs
- Apply effective listening techniques
- Describe ways to interact effectively with members at peak times
- Identify effective ways to interact with angry members
- Demonstrate effective techniques for defusing anger

**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!

## Member Service Excellence March 24, 2010

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].)