

# Challenging Situations

June 19, 2008

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

## Challenging Situations

- 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

**Educational Investment:** \$189 per telephone connection. *Unlimited Listeners*  
\$219 telephone connection and CD

*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!

Credit Union \_\_\_\_\_

Contact Person \_\_\_\_\_

Email Address \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Session  
AM or PM

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Payment Method:

## Distance Learning

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].)