



**Northwest Municipal
Conference**

*Spring 2010
Training Catalog*

**Dealing with the Angry Customer and Difficult Person
Communication and Customer Service in the Public Sector
Reducing Stress in a Local Government Environment**

*Presented by the Northwest Municipal Conference
Regional Training Institute*

WORKSHOPS FOR SUCCESS

Spring 2010

Northwest Municipal Conference

The Northwest Municipal Conference Regional Training Institute is proud to present this catalog of training opportunities for municipal and township employees. NWMC workshops reflect the changing needs of local government employee development and offer each participant the opportunity to refresh current or learn new skills to improve their performance.

In conjunction with Wilson Associates, the NWMC is offering a series of half-day workshops covering a variety of topics faced by local governments. Not only are these sessions geared toward the municipal environment, but they are also an excellent opportunity to bring peers together from different communities in order to share information and ideas for addressing common challenges.



NWMC TRAINING CATALOG

Spring 2010

Schedule at a Glance

**All workshops are held on the first floor of the NWMC Offices
1616 East Golf Road
Des Plaines, IL 60016**

April

Dealing with the Angry Customer & Difficult Person	Tuesday, April 13, 2010
Communication and Customer Service in the Public Sector	Tuesday, April 20, 2010
Reducing Stress in a Local Government Environment	Tuesday, April 27, 2010

The maximum number of participants is limited to 25 people in each workshop. If a greater number enroll, every effort will be made to schedule additional workshops during the afternoon of the same day. Also, the minimum number of participants required in a workshop will be ten people. If a lesser number enroll, the workshop will be cancelled and the topic will be offered at a later date. These requirements are necessary due to the interactive nature of the workshops and to insure that all participants have an opportunity to maximize their sharing and learning of information.

Dealing with the Angry Customer & Difficult Person

TUESDAY, APRIL 13, 2010

8:30 A.M. TO 12:30 P.M.

ROOM 104

OAKTON COMMUNITY COLLEGE

TRAINER: JIM WILSON

WILSON ASSOCIATES

This “real-world” workshop deals with specific local government scenarios and provides practical, workable techniques for handling those fire breathing, show-no-mercy customers. We will identify six major types of difficult people – the know-it-all, the critic, the manipulator and others. You will be provided with proven techniques for dealing more effectively with these difficult people.

Primary Objectives:

- ❖ Offer proven tools and techniques to defuse tense situations with angry and upset customers.
- ❖ Improve ability to work more effectively with people having various types of negative attitudes.

COST:

\$70 per person for NWMC Members

\$80 per person for Non-NWMC Members

REGISTRATION DEADLINES ARE ONE WEEK PRIOR TO EACH SESSION.

Communication and Customer Service in the Public Sector

TUESDAY, APRIL 20, 2010

8:30 A.M. TO 12:30 P.M.

ROOM 104

OAKTON COMMUNITY COLLEGE

TRAINER: JIM WILSON

WILSON ASSOCIATES

This half-day workshop provides you the opportunity to analyze your own communication style and learn to deal more effectively with people who use communication “Roadblocks”. You will learn that in many instances it’s not what you say, but how you say it, that can make the difference between sending a customer away feeling satisfied instead of frustrated. You will also explore your own productive and non-productive attitude types. The workshop will provide you greater insight of the key qualities necessary in order to provide exceptional customer service, as well as what customers expect and *do not* expect from municipal employees.

Primary Objectives:

- ❖ Improve communication, problem solving, listening and team building skills.
- ❖ Improve departmental interaction so that shared responsibilities are better coordinated.
- ❖ Provide additional insight to enable employees to develop a greater sensitivity to the needs of their municipal customers (both external and internal).

COST:

\$70 per person for NWMC Members

\$80 per person for Non-NWMC Members

REGISTRATION DEADLINES ARE ONE WEEK PRIOR TO EACH SESSION.

Reducing Stress in a Local Government Environment

TUESDAY, APRIL 27, 2010

8:30 A.M. TO 12:30 P.M.

ROOM 104

OAKTON COMMUNITY COLLEGE

TRAINER: JIM WILSON

MUNICIPAL TRAINING SERVICES

This half-day workshop helps participants identify key factors that cause stress in the work environment. You will learn powerful tools for controlling stress. Participants will also have the opportunity to conduct an attitude self-assessment that provides additional insight about their personal make-up. You will explore how you handle problems and conflict and learn additional tools and techniques to become more content and productive.

Primary Objectives:

- ❖ Develop a greater awareness of key factors that cause stress in the work environment.
- ❖ Provide practical tools and techniques to deal more effectively with these stress factors.

COST:

\$70 per person for NWMC Members

\$80 per person for Non-NWMC Members

REGISTRATION DEADLINES ARE ONE WEEK PRIOR TO EACH SESSION.

Biography for James A. Wilson

Jim Wilson brings a wealth of experience to the Illinois municipal environment. Based upon a background of 45 years of sales, marketing and designing training programs, and honed by years of personal experience in both leadership and team building techniques, Jim's enthusiastic style, positive attitude and sense of humor instill a "can do" atmosphere among workshop participants. He has facilitated meetings for Aldermen as well as Committee Meetings of the Whole for various municipal organizations.

Jim is heavily involved with numerous charitable organizations. He is a former President of Barrington Lions Club, co-chairman of the Development Committee for the cancer support facility Wellness Place and shares the presentation stage with members of the Men's Health Task Force of the American Cancer Society in promoting healthy lifestyles and improved cancer awareness.

Married for over 50 years, he and his wife have resided in Barrington for the past 35 years. They are members of the Presbyterian Church of Barrington, and are avid members of the Citizens for Conservation in Barrington.

