



173 E. Apple Avenue, Muskegon, Michigan 49442
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AVOIDING THE CRISIS & DE-ESCALATING THE CONFLICT

**Instructors: Terry Bykerk & Mike Wierenga from 2 The Rescue
6 Hours STC Continuing Education Credit**

The need for increased training in avoiding crises and recognizing dangerous behavior is a job necessity for all customer service professionals, especially for assessors in and out of the field. Learn and practice the necessary active listening skills, efficient communication techniques, and timely problem solving skills that are critical for a safe, efficient and positive customer service experience.

DATE: Thursday, December 7, 2017
TIME: 9:00 a.m. – 3:30 p.m.
Lunch will be provided
PLACE: Fruitport Township Hall
5865 Airline Road, Fruitport Township, MI 49415
(In case of over-capacity attendance, class will be moved elsewhere in Muskegon County, so make sure you include a phone number below.)
COST: \$50.00 per person – NO REFUNDS.
REGISTER: Send completed registration and fee to:
Muskegon County Equalization
Attn: Linda Schutter
173 E. Apple Avenue, Ste. 201
Muskegon, Michigan 49442
QUESTIONS: schutterli@co.muskegon.mi.us; 231-724-4417
DEADLINE: Monday, November 27, 2017
Fee must accompany registration, no holds

AVOIDING THE CRISIS & DE-ESCALATING THE CONFLICT, 12/07/17

NAME #1: _____ **PHONE:** _____
EMAIL ADDRESS: _____

NAME #2: _____ **PHONE:** _____
EMAIL ADDRESS: _____

\$50.00 x _____ people = \$ _____ Total Enclosed