

**STC Assessor Continuing Education Opportunity sponsored by
Two the Rescue, LLC and Muskegon County Equalization**



Class Title:
Workplace Violence and Field Work Safety
Six (6) Hours of Continuing Education Credit



DATE: Wednesday, November 17, 2022
LOCATION: Fruitport Township Hall, 5865 Airline Road, Fruitport, MI 49415
TIME: 9:30 a.m. – 4:30 p.m. (lunch 12:30-1:30 on your own)
INSTRUCTORS: Mike Wierenga, Terry Bykerk, and Ryan Ricketson
COST: \$60.00 Per Person

Send Registration Info & payment to:
Muskegon County Equalization
173 E. Apple Avenue, Ste. 201
Muskegon, Michigan 49442
Make checks payable to: Muskegon County Equalization
Deadline to Register: Thursday, November 10, 2022
Registration fee is Non-refundable
Contact Person: Sarah Hansen 231-724-4417
hansensa@muskegoncounty.net

NOTES:

- There is an extra \$10.00 fee for printed class material, otherwise material will be emailed to you prior to the class
- Lunch will not be provided. Lunch is on your own
- Beverages/snacks will be available

1. Name: _____
Email address: _____
Phone: _____
Pay for Printed Material YES / NO

2. Name: _____
Email address: _____
Phone: _____
Pay for Printed Material YES / NO

of attendee's: _____ x \$60.00 = \$ _____
Printed Material: _____ x \$10.00 = \$ _____
TOTAL ENCLOSED \$ _____

Course Description

With the workplace violence epidemic and the public scrutiny around the public service worker, 2 The Rescue has created this course to help workers professionally, efficiently and successfully manage the unique obstacles in the customer service profession and will be able to recognize the indicators of potential physical, environmental and terrorist violence as well as the proper reaction and response before it is too late.

This seminar and attendee participation-based training is designed to improve customer relations while increasing employee confidence and safety by learning the skills, principles and techniques for verbally controlling the interaction and de-escalating the conflict by using proven adult interaction methods whether in an office environment or in the field.

