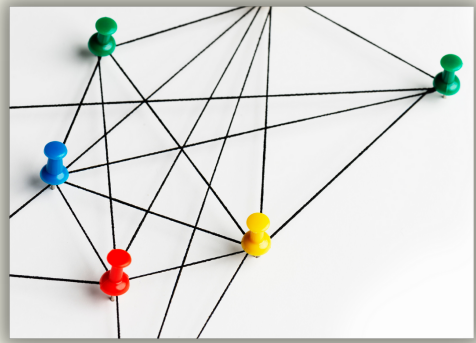


The Client Connection

PRESENTED BY:
NATIONAL CONFLICT RESOLUTION CENTER

• Free virtual workshops in collaborative communication & conflict resolution.



• Learn best practices for managing upset clients, including learning how to understand what the anger means to the client. Participants also learn skills for handling situations in which they must convey information to agitated clients that those clients may not want to hear.

TUESDAY,
OCTOBER 18TH
10AM-1PM

Register to attend via Zoom:
<https://tinyurl.com/ILA-NCRC>



RSVP REQUIRED. SPACE IS LIMITED.