

YOUR CEU APPLICATION IS DUE OCTOBER 30

IAPD/IPRA Soaring to New Heights Conference CEU APPLICATION – SAMPLE TIME OUTLINE

Customer Service Workshop

8:30 am – 9:15 am	CUSTOMER SERVICE - Handling the hostile client - How to reduce hostility before the call - Understanding your role in controlling the client	0.75
9:15 am – 10:15 am	HANDLING THE UNIQUE NATURE OF STRESS - How to identify the stress in your life - The impact of stress - Designing your personal strategy for stress reduction	1.00
10:15 am – 10:30 am	BREAK	0.00
10:30 am – 11:15 am	TELEPHONE ETIQUETTE - Identifying the problem: multiple lines and callers - The secret of an effective greeting - How to sound good over the phone	0.75
11:15 am – 12:00 pm	HOW TO WORK WITH YOUR BOSS ON PRIORITIES - The proper way to set priorities - How to deal with multiple bosses and multiple demands - Reconciling priorities: yours and theirs	0.75
TOTAL		3.25 = 0.3 CEUs

PLEASE NOTE:

Only 3.5 hour sessions are allowed a 15-minute break;
1.25 and 2 hour sessions are **not** allowed any breaks.

**THE TIME OUTLINE FOR YOUR SESSION MUST BE
COMPLETED IN THIS FORMAT AND
INCLUDED WITH YOUR CEU APPLICATION.**