



Webinar Registration Form

Training Front Office Staff: Handling Difficult & Disruptive Behaviors Remotely Wednesday, August 25 ~ 1:00-2:00pm (Eastern)

Once the live date has passed, this training will be available on demand.

Overview

Have you ever dealt with a frustrated, demanding, or threatening student, parent or even a fellow staff member? If you've worked the "front lines" of customer service in higher education, you have had this experience, and it can be even more complex when it is over the phone or online. Most often, you are "broad-sided" to the point where you are at a loss for words, defensive or even fearful. When this happens, it is often difficult to recover and continue to work toward a solution. These scenarios are even more difficult for our frontline customer service members as they take the brunt of everyone's frustrations and can cause a ripple effect of negativity if not handled properly. Are your frontline staff members trained to effectively deal with the various levels of frustration, emotions and escalations that often occur?

As we know, problems can occur in every area across campus and at varying levels of severity. Student demands can be vast and unrealistic, and yet we are still here to serve. Recently, given the expanse of online education, students, parents and staff are demanding remote services at a much higher level and frontline staff are experiencing more complex service scenarios. In addition, students, parents, and even staff members may complain, yell, and escalate a complaint to your supervisor...or your VP. The fear and frustration we've all experienced while coping with the Pandemic is only worse when you are dealing with the customer on the phone or computer. So how can you handle the difficult or disruptive customer in a positive and satisfying manner?

This webinar will offer practical advice and tips for frontline staff on how to work with frustrated and difficult students, parents and/or staff remotely. The presenter will discuss ways to prevent problems before they start, reduce escalation and conflict, and hopefully turn a negative into a positive.

Objectives:

- Learn how to address in person, phone and email issues with the highest level of customer service even in complex situations
- Learn how to handle difficult & disruptive behaviors in the remote environment
- Learn to effectively document difficult & disruptive behaviors in the remote environment

Who Should Attend?

- 2-year institutions & 4-year institutions
- Academic Affairs/Instruction
- Student Services/Affairs
- Faculty (full & part-time)
- All Student Services Staff
- Anyone who works in-person or online with students & parents



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Speaker(s)



Bitsy Cohn is the past Director of Credit for Prior Learning, for the Colorado Community College System. Prior to this, she worked for 22 years at Front Range Community College in Fort Collins Colorado as the Director of Learning Opportunity Center Services. She holds a BA in English and an MS in Organizational Leadership with a specialization in Online Teaching and Learning. Over the course of a 29-year career, she has gained expertise in community college student affairs, customer service, conflict management, post-secondary disability services, at-risk retention strategies and credit for prior learning assessment. Since retiring from the Colorado Community College System, Bitsy has been working as a higher education consultant through her business Cohn Solutions Group, LLC.

Bio current as of August 2021.

Newsletter



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Registration Information

Print Name		Job Title	
Institution/Organization			
Address			
City	State/Province	Zip/Postal Code	Country
Telephone	Fax	Email	
Innovative Educators Password (Choose a password for our records and future registrations)		Assistant's email (For registration confirmations & pre-conference communication)	
How did you hear about this event? (email, listserv, colleague, conference, other) _____			

Payment Method

You can call us at 303.955.0415 or fax the completed form to 1.866.508.0860. If you would like to mail in the registration form and/or check, please send it to: Innovative Educators, 3277 Carbon Place, Boulder, CO 80301.

Paying by: (select one) Credit Card Check Purchase Order (if applicable) P.O.#: _____
(If you select PO as your payment method, a PO number is required.)

Credit Card



Name on card		Account Number	
Billing Address	Billing City	Billing State	Billing Zip/Postal Code
Exp. Date	Security Code (last 3 digits on the back of Visa and MC)		

Packages & Pricing

Select your webinar package:

\$425 - 1 webinar (Unlimited connections at your institution and recording for one year)
\$900 - 3 webinars (Save \$375)

\$1500 - 6 webinars (Save \$1050)
\$4995 - Purchase Go2Knowledge to receive unlimited access to webinars & recordings for one year (Best Deal!)



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Login Directions

The login directions provide the following information:

- A link and a password for the event.
- A link to test webinar access. Please test your computer prior to the event.
- The date and time of the webinar. Please be sure to reference the time zone converter on the login directions to confirm your event time.
- Audio instructions: You can stream the audio over your computer speakers, but you may want to have a phone available for backup purposes.

You will receive the login directions twice via email. The process is as follows:

- 1 week prior to the live event: You will receive login instructions.
- 1-2 days prior to the event: You will receive a link to the presentation and any additional handouts. Copies can be made for attendees if desired.
- The day of the event: Participants can log in to the IE Webinar 30 minutes prior to the start time. Once logged in, participants can see the PowerPoint slides, ask questions, and make comments via the chat feature.
- Participants are encouraged to save and print the login directions to refer to on the day of the webinar.

You will receive the login directions twice via email. The process is as follows:

- If you registered for a **live webinar**, you will receive a separate email with the login instructions closer to the date.
- If you registered for an **on-demand webinar**, you will receive a separate email with the access instructions typically within 2 business days.
- If you did not receive a separate email with login/access details, **please check your junk/spam email or your promotions folder.**

Recording Information

The Monday following the live event you will receive a link to the recording, it can be forwarded to all faculty and staff for viewing anytime, anywhere.

Recording Benefits:

- Share the presentation with other staff members
- Pause presentation for convenient viewing
- Review the presentation after the live event
- Train new hires throughout the year
- Show during an in-service training

Technical Details

Innovative Educators uses Zoom as its web conferencing provider. If you have not previously attended a Zoom event, please click [here](#) to make sure your computer is compatible with Zoom. Be sure to [complete a test](#) prior to the live conference. See system requirements in the login email for more information.

What equipment is required?

An Internet connection, computer speakers, and LCD projector are required if a large group is viewing the presentation. Participants can call in via phone if they are having trouble retrieving the audio over the computer. Please be sure to reserve a meeting room prior to the live event that can accommodate these requirements as well as your attendees. You should reserve the room 30 minutes prior to the webinar start time and allow at least 15-30 minutes after the webinar for discussion.

Cancellation Policy

- 30 days prior: Full refund
- 14 days prior: \$100 processing fee
- Less than 14 days: Credit towards another IE event

Satisfaction Guaranteed

We want you to be satisfied with your purchase. For questions, concerns, or problems, please email support@ieinfo.org or call 303.955.0415.