



Common Sense Solutions

Teresa Allen



Member Conflict: Opportunity Knocks!



Member Conflict can signal the end of your relationship with a member or the beginning of an even stronger relationship! In this highly interactive program, Teresa shows participants how to:

- ♦ Keep Calm in Difficult Member Encounters
- ♦ Differentiate between Institutional and Transactional Complaints
- ♦ Respond to Varied Levels of Member Anger
- ♦ Handle Complaints Originating from Credit Union Error, Member Error, Policies and Regulations
- ♦ Avoid Conflict by Catering to Varied Member Personalities
- ♦ Implement Methods for Gathering Member Service Feedback

Please contact us for a full list of keynotes and breakout programs perfect for your credit union conference or meeting!

Ask about Teresa's *Common Sense Service: Close Encounters on the Front Lines* book.



**When you NEED expertise and you WANT fun
Teresa Allen is the perfect speaker for your credit union
event!**