

# IS YOUR FRONT OFFICE TEAM FOCUSED ON PRODUCING RESULTS?



## Customer Service for the Front Line How to provide excellent customer care in difficult situations

Presented by  
**Jessica Norman**

**Crystal Lake, IL**  
Tuesday, July 18, 2017

### Sponsor:

McHenry County  
Mental Health Board

### Location:

McHenry County  
Mental Health Board  
620 Dakota Street  
Crystal Lake, IL

**Two Sessions**  
**Offered**

### Time:

8:30 AM – 10:30 AM

or

1:00 PM – 3:00 PM

### Register Now at:

[www.mc708.org](http://www.mc708.org) or

please contact:

Kristen Doherty

Phone (815) 788-4399

Fax: (815) 455-2925.

Email: [kdoherly@mc708.org](mailto:kdoherly@mc708.org)

This training will provide a comprehensive overview of how to provide quality customer service and will offer some tips and tricks that people can use to help manage difficult situations or upset customers.

We will discuss how good interpersonal, communication and negotiation skills will help you recognize and respond appropriately to behaviors and increase your confidence to handle any customer interaction.

**Jessica Norman** has a Bachelor's degree in Psychology from Rockford University and holds a Master of Science in Marriage and Family Therapy from Edgewood College. She is also a licensed marriage and family therapist in Illinois.

Jessica has over 5 years of clinical experience in behavioral health, working as an outreach counselor in the Rockford area as well as an access and admissions counselor for Rosecrance. She currently works as the Staff Educator for Rosecrance where she coordinates and facilitates training for employees.



McHenry County Mental Health Board  
Training Registration

**Name of Training:** Customer Service for the Front Line

**Presenter's:** Jessica Norman

**Date:** July 18, 2017

**Time:** 8:30am - 10:30am or  
1:00pm - 3:00pm.

**Location:** McHenry County Mental Health Board

(please indicate session)

**Agency:**

**Cost:** sponsored by MCMHB

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You can register online at [www.mc708.org](http://www.mc708.org), or please return to Kristen Doherty: Mental Health Board, 620 Dakota Street, Crystal Lake, IL 60012. Phone: (815) 788-4399/Fax: (815) 455-2925.

Email: [kdoherly@mc708.org](mailto:kdoherly@mc708.org). (Include Agency name above.)

Sponsored by McHenry County Mental Health Board  
McHenry County Behavioral Healthcare Network Continuing Education Program