

2022 Customer Service, Credit and Collections Conference

September 19-20, 2022

Agenda

Agenda details are still being finalized and are therefore subject to change.

Monday, September 19, 2022

8:00 AM Registration, Continental Breakfast

9:00 AM Keynote: **15 Ways to Stay Sane or Saner** by Jon Wortmann

Do you know how to prepare for big days? To recover from bad days? How to handle a pandemic and stay sane? Best-selling author of Hijacked by Your Brain Jon Wortmann will take us through the techniques that keep you well in the strangeness of our new world.

10:30 AM **Break**

10:45 AM **Matching Tendencies to Build Trust** by Jon Wortmann

Do you know why people drive you crazy? How to build trust with anyone? Based on his best seller, Mastering Communication at Work, Jon Wortmann will teach us 9 tendencies we can adjust to strengthen relationships and communicate more effectively.

11:45 AM **Break**

12:00 PM **Lunch and Awards**

1:30 PM **Using Market Research to Improve Business Planning, Customer Services and Community Relations** by Michael Vigeant, GreatBlue Research

2:30 PM **Off-Site Team Building Activity**

*Muse Paint Bar
42 Hanover Street
Manchester, NH 03101*

Tuesday, September 20, 2022

7:30 AM **Registration**

8:00 AM **Continental Breakfast**

9:00 AM **The Gatekeeper - The Most Important and Vulnerable Person in your Organization** by Joe Hillman, Blue Defense University

10:00 AM **Break**

10:15 AM **Learn about Eversource New Forgiveness Program called "NEW START"** by John Braswell, Hardship Program and Protections Consultant, Eversource NH Credit

11:15 AM **Break**

11:30 AM **Customer Experience with a Focus on Credit and Collections for Utilities** by Cogsdale

12:30 AM **Lunch**

1:30 PM CSCC **"What Keeps You Up at Night" Roundtable** facilitated by Lily Burgess, Stowe Electric Department

2:30 PM **Adjourn**