

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

As our world, both personal and professional, continues to evolve, having the proper data available is key to making decisions. In this session, we will discuss key drivers and barriers utilities are currently facing in today's marketplace and how market research is helping to better plan out strategic plans and key processes. In particular, the key areas of focus include business planning (remote work strategies that impact both customers and employees and other strategic areas), customer service practices, policies, and challenges as well as reengaging with the community in a pandemic environment.

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 and Terry Choate, Blue Defense University

Your organizations Gatekeeper could very well be the most important person in your organization should an incident-of-violence, or even the potential from an incident-of-violence initialize. Why? Because where is a problem likely to start? At the main entry area. Unfortunately, this also makes your Gatekeeper the most vulnerable person in your organization. This being the case, they must be trained to be able to recognize potential problems and manage them as effectively as possible and react appropriately even under the most stressful of situations.

This course has been designed specifically around the unique needs and challenges of this very critically important role within your organization; the people who are tasked with responsibility for managing the main entry area of your building. This course covers both traditional topics (from a completely unique perspective) as well as numerous "non-traditional" things that are rarely covered yet the most critical elements of true safety, security, and performance in this position.

10:00 AM **Break**

10:15 AM **Eversource Energy's Programs to Help with Energy Bills** by John Braswell, Hardship Program and Protections Consultant, Eversource NH Credit

Eversource Energy will share how low-income programs can help eligible customers reduce past-due balances and how you can save money and energy through an energy home assessment.

11:15 AM **Break**

11:30 AM **Customer Experience with a Focus on Credit and Collections for Utilities** by Dan Dent and Tammy Molino, 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**