



# Conflict Resolution & Customer Service

In the realm of customer service, conflicts and challenging interactions are inevitable. However, how these conflicts are managed can make a significant difference in customer satisfaction, loyalty, and the overall reputation of the organization. This training program is crafted to empower great customer service, skills, and techniques for effective conflict resolution, ensuring positive outcomes and fostering lasting relationships.

Throughout the training, participants will be given tools to help understand the intricacies of conflict resolution within the context of customer service interactions. Through interactive training, attendees will develop a holistic approach to managing conflicts while upholding the highest standards of customer service excellence.

**October 23, 2024, from 9-noon @ MVCC**

**Cost: Members: 40/ Affiliates: 45/ Non-Members 50**

**Presented By: Jenny Smith & Amanda Harold**



Jenny Smith has worked for the City of Kettering since 2011 and currently serves in the capacity of Human Resource Director. As HR Director, Jenny is responsible for oversight of the delivery of personnel services and programs including policy development and interpretation; collective bargaining and labor-management relations; personnel selection and testing; position classification and compensation plan administration; records management; employee benefits; health and safety; and employee training and development. Prior to her promotion to HR Director, Jenny served the Department in the roles of HR Manager, HR Technician and HR Secretary. Jenny received a Bachelor of Arts degree from Miami University with a major in Sociology and a Master of Science degree from the University of Dayton, majoring in Social Agency Counseling.



Amanda Harold started her public service career in the Income Tax Division in 2007 at the City of Huber Heights. Amanda transitioned to the City of Kettering Human Resources Department in 2014 when the opportunity presented itself to work and collaborate with departments and employees throughout the City. She started by working as a Human Resource Technician in the department where she was responsible for payroll entry, increases, reporting, billings, backgrounds, orientations, special projects, benefit administration, as well as many other duties. Amanda was promoted to Human Resource Manager in the Spring of 2021 and now works closely with all City departments in recruiting, interviewing and policy administration.

Amanda received a Bachelor of Science in Applied Management from Ohio University in 2019 and a Master of Public Administration, with a concentration of Public Leadership and Management, from Ohio University in 2021.

