

JULY WORKSHOP



Customer Service Boost Camp

IMPA is pleased to bring you a workshop on customer service. In today's world, building trust with utility customers is more important than ever. As more customers face challenges like rising costs and tight budgets, every interaction matters. This session helps frontline teams and leaders strengthen relationships and deliver service that's responsive, respectful, and truly customer focused.

TVPPA's Customer Service Boost Camp focuses on what is already being done RIGHT - and build from there. The fast-paced, interactive format is packed with tools able to be used right away.

Course topics include:

- Customer-Focused Mindset
- Service Essentials
- Next-Level Communication Skills
- Handling Complaints andirate Customers
- Modern Etiquette for Phone & Email
- Active Listening
- Value Added Service

Who should attend:

- Customer Service Personnel
- Superintendents
- Managers & Supervisors

DATE:

July 8, 2026

TIME:

9:30 AM - 3:30 PM
Lunch break 12:00 - 12:30 PM

LOCATION:

IMPA Conference Center
11610 N. College Ave.
Carmel, IN 46032

REGISTER:



impa.com/impaworkshops

**Please register by
July 1st**

UPCOMING WORKSHOPS:

August 12:	Grounding & Cover Up
November 4:	Disaster Preparedness