

# Essex County Highway Association



## TRAINING FOR DPW ADMINISTRATIVE STAFF



**Tuesday September 26, 2023, 9:00am—1:00pm**

**Essex Technical High School  
Historic Smith Hall  
562 Maple Street, Danvers, MA**

(Across the road from the main building on campus. Held in the older brick building on the hill.  
Please park in the South Lot.)

### AGENDA

- 9:00 Registration & Continental Breakfast
  - 9:30 “Deescalation Techniques”
  - 10:45 Break
  - 11:00 “Customer Service Excellence:  
Reaching Down Deep”
  - 12:15 Lunch will be provided
  - 1:00 End of training
- MIIA Points will be available for these sessions.

### REGISTRATION & PAYMENT:

Please make checks payable to ECHA.

Please use the link below to register by September 19th

<https://forms.gle/47oK9Qo6W4gmXjsw7>



Send payment to:  
ECHA—MIIA Admin Training  
PO Box 1500  
Andover, MA 01810

Questions? Please contact:  
Katherine Boshar 781-759-4175 [Katherine@cn-wood.com](mailto:Katherine@cn-wood.com)  
or  
Greg St. Louis 617-512-9027 [gregstlouis@gmail.com](mailto:gregstlouis@gmail.com)

### Attendee Information (Class size will be limited):

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Email: \_\_\_\_\_  
Name: \_\_\_\_\_ Title: \_\_\_\_\_ Email: \_\_\_\_\_  
Name: \_\_\_\_\_ Title: \_\_\_\_\_ Email: \_\_\_\_\_  
Name: \_\_\_\_\_ Title: \_\_\_\_\_ Email: \_\_\_\_\_

### Billing Information:

Town: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Billing Contact: \_\_\_\_\_

For ECHA use only:

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