

Building Community Connections

Thursday, November 10 • 9:00 a.m. - 2:30 CST

WPPI Energy Conference Center



2019 Building Community Connections

We're excited to finally come back together for the annual Building Community Connections event!

Through member sharing, inspirational content and subject-matter expert presentations, this event offers members the opportunity to discover new ways to engage with customers and the community.

- Learn about recent customer engagement activities from across the WPPI membership
- Participate in discussions, provide input, and brainstorm with public power colleagues
- Explore improved communication strategies to reach your customers



Creating Extraordinary Experiences Through Empathy

*Angela Prestil
Senior Consultant
CU Difference*



Connecting with customers can be challenging when everyone is in a hurry and stressed. Let's look at how communicating with empathy can set us up for success with our customers, as well as give ourselves an energy boost. Together we will explore how empathy mapping can improve relationships both personally and professionally to help build bridges with our customers and each other. You'll experience how a special moment can create a lasting memory for your customers – and you!



Food, Fun & Prizes

A continental breakfast and delicious lunch will be served.

All attendees will be eligible for a chance to win prizes!

Registration

Please register using the online form by Friday, November 4.

<https://wppienergy.org/bcc>

Questions? Contact:

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