

## Customer Relations Training Information

Check out this site for wastewater public relations and education  
<http://www.wef.org/education/>

Check out this site -

<http://www.apwa.net/bookstore/>

Search for Customer Service

**The Reinventor's Fieldbook: Tools for Transforming Your Government**

Presenting more than 70 tools, *The Reinventor's Fieldbook* includes hundreds of practical 'lessons learned,' 'do's and don'ts,' 'steps to take,' and 'pitfalls to avoid' in public management and governance. Based on dozens of case studies from five countries, it covers the waterfront of high-performance public organizations, including: customer choice and customer service standards, performance measurement, and performance budgeting; employee empowerment and labor-management partnerships; managed competition and asset privatization; partnerships with communities; culture change strategies; and administrative system reform.

Author: David Osborne & Peter Plastrik

Publisher: Jossey-Bass

ISBN: 0-7879-4332-0W01

Pages: 608

Year: 2000

### Tips 'N Techniques

Are you having trouble motivating your workforce? Are your people afraid to think innovatively? Then consider TNT to help you energize and motivate your workforce. TNT is for busy people who don't have time to read books on theory and then to apply unproven techniques. This book has no fluff, only tried and true techniques that really work and work right now.

Over 230 easy to implement, low or no-cost, nuts and bolts ideas that will quickly improve performance. Applying these tips will have a positive impact on raising employee motivation, building teams and improving customer service. Learn how to initiate innovative team programs such as Idea Campaigns, Idea Olympics and other initiatives making work efficient, fun and productive.

Author: Gregory P. Smith

ISBN: 9676843-0-7

Pages: 78

Year: 2000

### Good Sites for Training Material

<http://www.telephonedoctor.com/>

[http://www.impactlearning.com/training/training\\_programs\\_main.asp](http://www.impactlearning.com/training/training_programs_main.asp)

### Sites of Interest

[http://www.calwater.com/customer\\_information.htm](http://www.calwater.com/customer_information.htm)

<http://www.waterawareness.org/index.html>

<http://www.calamwater.com/awpr/index.jsp>

<http://www.water.denver.co.gov/indexmain.html>

<http://www.portlandonline.com/water/>

<http://www.eweb.org/>

<http://www.epa.gov/safewater/index.html>

<http://www.usgs.gov/education/>

<http://wwwowe.water.ca.gov/education/index.cfm>

<http://www.awwa.org/bookstore/>

Search for Public Relations and find the following

***Customer Service II: A Team Effort***



Discover how to create a knowledgeable customer service team of professionals who understand the big picture.

Edition: 1994, VHS

**Catalog Number 65065V.**

Your Price: \$ 295.00 **Member Price: \$195.00**

***Customer Service III: Working with Difficult Customers***



Use these communication strategies to turn a complaint or potentially difficult customer encounter into a positive experience.

Edition: 1994, VHS

**Catalog Number 65075.**

Your Price: \$ 295.00 **Member Price: \$195.00**

## *Customer Service IV: Strategies for Field Representatives*



Find out the most important ways crews can represent utilities in the field and how they can communicate effectively with customers.

Edition: 1998, VHS

**Catalog Number 65130.**

## *Customer Service V: Internal Customer Service*



This practical video will help employees create a company culture of excellent internal customer service.

Edition: 2000, VHS

**Catalog Number 65174.**

Your Price: \$ 295.00 **Member Price: \$195.00**

***The Adventures of Ethel Mermaid and Tad Pole: Part 4, Source Water Protection***



Ethel Mermaid and Tad Pole learn about water pollution.

Edition: 1997, VHS

**Catalog Number 65118D.**

Your Price: \$ 38.00 **Member Price: \$25.00**

***The Adventures of Ethel Mermaid and Tad Pole: Five-Part Set VHS***

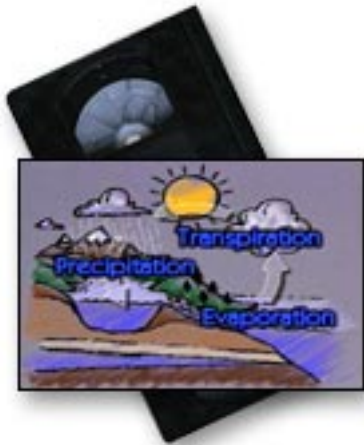


They're explorers. Investigators. Amphibians. Ethel Mermaid and Tad Pole travel around the globe learning about water.

Edition: 1997,

**Catalog Number 65118.**

## *The Adventures of Ethel Mermaid and Tad Pole: Part 1, The Hydrologic Cycle*



Ethel and Tad take a wild ride on the hydrologic cycle.

Edition: 1997,

**Catalog Number 65118A.**

Your Price: \$ 38.00 **Member Price: \$25.00**

## *The Adventures of Ethel Mermaid and Tad Pole: Part 2, Source to Tap*



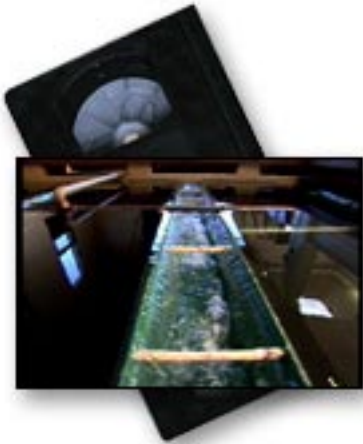
Ethel Mermaid and Tad Pole follow a water drop from its source, through the treatment plant and distribution system, to the water tap.

Edition: 1997, VHS

**Catalog Number 65118B.**

Your Price: \$ 38.00 **Member Price: \$25.00**

### *The Adventures of Ethel Mermaid and Tad Pole: Part 3: Water Treatment*



Ethel Mermaid and Tad Pole take a trip through a water treatment plant.

Edition: 1997, VHS

**Catalog Number 65118C.**

Your Price: \$ 38.00 **Member Price: \$25.00**

### *The Adventures of Ethel Mermaid and Tad Pole: Part 5: Fun Water Facts*



Ethel Mermaid and Tad Pole play a fun game about water topics, from dinosaurs to dishwashers.

Edition: 1997, VHS

**Catalog Number 65118E.**

Your Price: \$ 38.00 **Member Price: \$25.00**

### *The Hydrologic Cycle: Water in Motion*



This video describes for junior high and high school students how water moves through the hydrologic cycle.

Edition: 1993, VHS

**Catalog Number 65059.**

Your Price: \$ 75.00 **Member Price: \$50.00**

### *Water Quality Reports: Public Service Announcements*



Teach your customers about Consumer Confidence Reports through the medium of television. Beta, 1998, Broadcast :30. Produced by AWWA.

Edition: 1998,

**Catalog Number 65135.**

Your Price: \$ 150.00 **Member Price: \$100.00**

*Water Supply Operations: Case Studies in Source Protection*



You can protect your source water - this video shows you how!

Edition: 1995, VHS

**Catalog Number 65090V.**

Your Price: \$ 295.00 **Member Price: \$195.00**