

**Oregon Reference Summit
presents**

**Confidence in Any Weather:
A Toolbox for Information & Referral**

Now more than ever it's vital to be able to connect people with resources that can help them. Whether you are new to the job or are looking to refresh your skills, in this webinar you will learn to identify things that make an Information & Referral encounter challenging and develop a set of tools for success, even when you have to say "No." We will provide examples of scripting to use when resources aren't available, and talk about strategies for controlling the call, and how to manage difficult interactions. Finally, we will talk about ways to de-escalate and tips for debriefing difficult calls.

Ciara Doyle, 211info

**Thursday, July 30, 1 - 2 pm
Free; Registration required**

**Register at
tinyurl.com/OrRS20**

