

**March 4, 2026**

#7420 - Dealing with Angry People and Stress & Worker Safety

#9425 Active Shooter/Workplace Violence

**5 Water & Wastewater Hours**

*Holiday Inn & Suites - Delaware County*

Please provide the best contact information in case of class cancellation or changes.

Name: \_\_\_\_\_ PA-DEP Client ID (if applicable): \_\_\_\_\_

System/Company: \_\_\_\_\_

Address: ☐ Home ☐ System \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Attendee Cell: \_\_\_\_\_ Fax: \_\_\_\_\_

Attendee Email: \_\_\_\_\_

**PAYMENT:**

☐ Check (payable to PRWA) ☐ Invoice Me: ☐ Home ☐ System

For security reasons, all credit card transactions must be processed through our website.

If you prefer to pay via credit card, please visit [www.prwa.com](http://www.prwa.com).

**PRWA Member?** ☐ Yes ☐ No

**\$233 for PRWA Members**

**\$274 for PRWA Non-Members**

*Lunch and materials included with registration*

**Amount Due: \$ \_\_\_\_\_**

**Register: FAX:** (814) 353-9341 | **MAIL:** 138 W. Bishop St., Bellefonte PA 16823 | **TEXT FORM:** (914) 800-0958

**EMAIL:** [TRAINING@PRWA.COM](mailto:TRAINING@PRWA.COM) / **ONE REGISTRATION PER STUDENT PLEASE.**

**Questions Call:** (800) 653-7792 or **EMAIL:** [TRAINING@PRWA.COM](mailto:TRAINING@PRWA.COM)

**Date:** March 4, 2026

**Class Time:** 8:00 AM to 2:30 PM

**Contact Hours:** 5 Water & Wastewater Hours

**Instructor:** J Reif Consulting LLC

**Location:**

Holiday Inn & Suites  
5400 Ferne Boulevard  
Drexel Hill, PA 19026

**About the Class:**

**Dealing with Angry People and Stress & Worker Safety:** This course provides awareness of those things which may cause anger and discontentment on those with whom you deal on a daily basis and methods to defuse situations and achieve good results. Part 2 provides understanding of the types of daily stressors functioning in a worker's life and the means to address various types to reduce injury and illness in the workplace.

**Active Shooter/Workplace Violence:** The course educates the proper response to active shooters, active threats, illegal intruders, and workplace violence incidents in your facility and provide you with the tactics necessary to protect yourself and co-workers.