

February 26, 2026

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

#9425 Active Shooter/Workplace Violence

5 Water & Wastewater Hours

Holiday Inn - Luzerne 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.

PRWA Member? ☐ Yes ☐ No

\$218 for PRWA Members

\$255 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 / **ONE REGISTRATION PER STUDENT PLEASE.**

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

Date: February 26, 2026

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

Contact Hours: 5 Water & Wastewater Hours

Instructor: J Reif Consulting LLC

Location:

Holiday Inn
600 Wildflower Drive
Wilkes-Barre, PA 18702

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.