

DEALING WITH AN ANGRY OR FRUSTRATED PROPERTY OWNER

The Institute of Assessing Officers, affiliated with the New York State Assessors Association,
presents a seminar via WebEx.

9:00 a.m. – 12:00 p.m., Friday, September 11

This is an online class. A link to the presentation will be emailed to all registrants before September 11.

Instructor – Anne Sapienza, IAO

With a better understanding of personality traits, both on a personal level and with those of people we interact with on a daily basis, it becomes easier to understand what steps to utilize in defusing any potentially escalating situation between assessor and taxpayer. This short course will provide some insightful information on how better to deal with the public in general.

Registration Information

Institute of Assessing Officers (IAO) members – \$50.00 (Does not include IAAO members)

NYSAA members – \$55.00

All Others – \$75.00

Name: _____ Phone: _____

Town: _____ Fax: _____

Title: _____

Address: _____

City / State / Zip: _____

Email (Required): _____

Registration deadline is September 9, 2020. No refunds after September 9, 2020.

To register by mail, send a check or your municipality's completed voucher for the amount for which you qualify. Make checks payable to New York State Assessors Association. Mail to NYSAA, 116 Salina St., Suite 8, Liverpool, NY 13088. To register by fax, fax your registration and voucher to 315-410-5660. Or, register and pay online at www.nyassessor.org. Questions? Call 315-706-3424 or email admin@nyassessor.org.



Continuing Education Hours / Re-Certification Credits

The Institute of Assessing Officers will award three (3) re-certification credits to all Institute members who attend this seminar. Eligible assessors and county directors who attend will receive education credit and reimbursement from ORPTS, pursuant to their rules.