

## IN THE NEWS



### **Webinar on rising tensions slated**

TRAVERSE CITY – The Michigan Small Business Development Center will hold a webinar on the rising tensions between businesses and customers Aug. 25 from 11 a.m. to noon.

Webinar panelists include Brooks Kindel, SBDC Growth Team, financial expert; David Beeson, SBDC Growth Team, HR professional; Patty Janes, Grand Valley State University Department of Hospitality and Tourism; Joe Weaver, experimental psychologist from Saginaw Valley State University; and Jim McLain, SBDC Growth Team, marketing and communications.

“This webinar will help small businesses to address the tensions with customers that have been publicized in many news outlets over the past weeks,” a release from the SBDC said. “The panelists will provide insight, experience and value to the audience in how to handle delicate issues when they arise and – better yet – work to avoid them from happening.”