

### **Re-engaging Library Customers. 28<sup>th</sup> May 2021 : 10-11.30 on Zoom**

We all know that the pandemic period has impacted our customers – some to more engagement and some to less! Ash Charlton will lead us in identifying the issues and solutions for re-engaging customers as life starts to return to our new ‘normal’. Across all sectors we know that for some people re-engaging will be stressful and for some deemed as ‘pointless’. Come and join in with your ideas, issues and potential solutions to add to the mix. This session will have just 12 participants and will be able to look in detail at specific issues and solutions.

#### About the Trainer

Ash Charlton is a qualified psychologist and counsellor who has delivered very successful and enjoyable personal development courses for over 20 years. His clients include numerous universities, major charities, international NGOs and the UN. The Sunday Times described his style as 'participatory, fun and respectful'.

This session costs: £20 LIEM Members, £30 non LIEM Members

[Booking form](#)