

Customer Service for the Public Sector

Day 1

How to improve Customer Service Communication and Interpersonal Skills Development

- The 7 Customer Service Expectations and 4 Customer temperament styles
- Understanding Your Customer's Nonverbal Communication
- Active Listening and Questioning Skills to Enhance Customer Service
- Techniques for Giving and Receiving Customer Feedback

Day 2

Building a Public-Sector Customer-Centric Organisation

- Developing a Top-down Customer Service Culture
- Internal vs. External Customers
- Best and Worst Public-sector Customer Service Providers
- Empowering Customer Service Employees

Day 3

Harnessing the Power of Social Media to Improve Customer Service

- The Benefits of Using Social Media to Enhance Customer Engagement
- Social Media Public Sector Customer Service Best Practices
- Social Media Monitoring Tools
- Leveraging Social Media: Blogs, Twitter, Facebook and YouTube
- Protecting Your Organisation's Social, Media Reputation

Day 4

Measuring and Monitoring Public Sector Customer Service Satisfaction

- Establishing Quality Customer Service Satisfaction Measuring and Monitoring Standards
- Best Practices for Recording and Monitoring Customer Service Issues
- The Role of the Supervisor in Conflict Resolution
- Strategies For Working with Difficult or Demanding People

Day 5

Achieving Public Sector Customer Service Excellence

- Putting it all together – Action Planning that works
- Setting SMART Goals for Continuous Improvement
- Stress Management Tips for Maintaining a Balanced Lifestyle
- Time Management Principles to Improve Daily Productivity