



# Exceptional Customer Service for Government and Non-Profits

## The Consulting Team Facilitating Positive Change

*The Consulting Team's Mission: Facilitating positive change by increasing effectiveness of leaders, teams, and organizations through consulting, coaching, conflict mediation, and training.*  
**Dr. Marilyn Manning, CEO**

Do you have a fun, service-oriented workplace? Does your commitment to exceptional service focus on both your employees and your customers?

This workshop is designed to help you maximize customer contact skills, handle upset internal and external customers, effectively manage problem situations, create can-do attitudes, and anticipate and exceed customer needs.

### Participants will learn to:

- Cultivate a service and can-do attitude
- Enhance their listening skills
- Communicate effectively with customers
- Control problem situations
- Manage conflict and handle angry customers
- Anticipate and exceed customer needs
- Flex their communication style for greater effectiveness
- Handle highly charged, stressful situations

*"The Consulting Team's workshops on customer service clearly were the most popular sessions we have ever held. The way our employees interact with their customers has vastly improved as a result of these sessions. The workshops have made a lasting impact in so many ways on the way we treat each other and our customers. I cannot begin to thank them enough."*

- City of Fremont Training Manager

### Partial Client List

Over 100 California Cities,  
Special Districts, and Public  
Agencies  
Arthur J. Gallagher Insurance  
California State University  
System  
California Water Service  
Contra Costa County  
Kaiser Permanente  
Meyer Sound  
Minami Tamaki, LLP  
Attorneys  
National Speakers Association  
Pacific Cheese Company  
Police Officers Standardized  
Training (POST)  
San Mateo County Sheriff  
State Compensation Insurance  
Fund  
Stanford University  
State of California  
Social Security Administration  
Synthetic Genomics

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