



How to Create a Culture of Customer Service for Government Agencies

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

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

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

This training is designed to help manage a customer service culture by assessing where you are and what the gaps are. You will learn tips to coach others on how to 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 culture
- Enhance their coaching and listening skills
- Communicate effectively with all stakeholders
- Balance good service with regulations
- Identify service gaps
- Utilize resources effectively
- Measure good customer service and performance

"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

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