



EXCEPTIONAL CUSTOMER SERVICE: PUTTING PEOPLE FIRST IN THE PUBLIC SECTOR

Facilitating Positive Change

Half-day (3-4 hours)

Are some of your customers overly demanding and hard to please? Does your staff get stressed trying to satisfy difficult customers and manage challenging behaviors? This training provides an opportunity to apply the best practices in exceptional customer service. Participants learn how to handle stressful, highly charged situations through both application exercises and discussion.

Objectives

- Cultivate can-do service attitude
- Communicate effectively and positively
- Anticipate and meet customer needs

Content

- Assessing customer needs and expectations
- Applying service principles to internal and external customers
- Identifying communication styles and flexing your style
- Practicing diffusing and solving problems
- Handling difficult behaviors

“I want to thank The Consulting Team for a great training in Customer Service. Recently, my staff has been through a few trainings and rank this one among the best.”

- Henry Perezalonso, Recreation Services Manager, Town of Danville

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