

Improving Client Service for Public Servants

Despite the Budget cuts and the general tightening of belts, teams in the APS are still expected to provide excellent service to their internal and external clients – IT, Personnel, Payroll, Finance, EAs etc. Providing excellent service is a process and an attitude – and these can be taught.

There are many reasons why we don't give good service all the time. They include;

- Too many clients
- Requests are vague or complicated
- New/Difficult Computer Systems
- Clients should be able to look things up themselves (RTFM)
- Its late in the day
- I'm already busy
- Clients/Managers have unrealistic expectations

Clients expect a professional level of service regardless of what is happening in your team or with your computer systems.

If you have a team which needs a boost then this workshop is for you.

This workshop looks at the causes of poor service and develops ways to overcome them. We look at;

- What is Good Service
- Customer/Client/Management Expectations
- Communication Skills – on the phone and face to face
- Dealing with Difficult People
- Personality Styles and how we react to them
- Coping with Stress
- Motivating ourselves and our team mates

Any service area can benefit from this workshop.

Acorn is a leading provider of Customer Service workshops in Australia. Our trainers have many years experience in working with teams in the APS to improve service.

WORKSHOP MODULES	
Customer Service - What Is It?	<ul style="list-style-type: none"> - What is customer service? - Service as a competitive weapon - Quality from the customers' perspective - Exceeding customer expectations - Customer service value - Case study of good customer service
Communication Skills	<ul style="list-style-type: none"> - Face to face communication - Telephone manner/etiquette - Body language - Non-verbal communication - Questioning techniques - Active listening
Handling Difficult People and Situations	<ul style="list-style-type: none"> - Types of difficult situations - Handling difficult people - Complaints management - When they want to talk to the manager - Letting off steam - Separating people from issues - Not taking it personally - Having the right attitude to complaints
Customer Behavioral Styles	<ul style="list-style-type: none"> - Personality types - Adjusting styles for better communication - Motivating factors - What annoys each style
Stress Management and Self Motivation	<ul style="list-style-type: none"> - What causes you stress? - Identifying your stress symptoms - Stress busters - Self motivation - what can I do? - Positive attitudes - Changing your self-talk

Past Attendees have their say...

"I am ready to implement what I have learnt"

"Very motivating. I enjoyed expanding on what I know about service and gaining new skills"

"The best thing was that it opened my views on service"

"Refreshed my memory about things I knew but had stopped doing regularly"

"Lunch was great. Having the manuals in a proper binder was good as previous courses just give out wads of paper."

Place "remove" in the subject line of a return email if you do not wish to receive these emails

Enrolment Form – Improving Client Service for Public Servants

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

ABN 34073999185

Venue: Acorn Training Centre: 74 Townshend St Phillip
Course dates:
Time: 9.00 a.m. to 4.45 p.m.

Attendee	Email Address	Date of Workshop
1.		
2.		
3.		
4.		
5.		
6.		

Organisation	
Branch/Division	
Address	
Phone #	
Fax #	

Payment Details

Total price \$595 x _____ attendees = \$_____ \$545 early bird price (early bird applies up to three weeks before the date of the workshop).

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to: _____

Terms: Payment is due on or before the day of the course. Cancellation is accepted more than seven days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.