



PUBLIC SECTOR EXCELLENCE

Practical Training and Consulting for Public Sector Employees

Working Successfully With Customers *Staying Courteous Under Pressure*

A workshop for those who work and serve in the Public Sector

This one-day workshop is designed for employees at all levels in Public Sector organizations who want to:

- Save time & resources dealing with customers the *right way the first time*.
- Build a strong & positive image for themselves and their organization.
- Serve a valuable customer service role to *internal customers*.
- Better understand customer service role in a public sector environment.
- Work effectively with angry or highly emotional customers.
- Stay *positive and helpful* with customers when working with those who harbor *stereotypes* about public sector employees.
- Apply assertive communication skills to effectively deal with upset and angry customers, or to improve the chances of the customer not getting upset and angry.
- Learn basic interpersonal & customer relations skills to build & sustain *good will* and a *positive public image*.
- Develop performance standards, goals & a *code of ethics* for all employees when working with citizens, elected officials, clients and co-workers.
- Want to develop some effective strategies to deal with the personal stress and strain that can come when working with upset, negative and uncooperative people.
- Stay focused on problem solving even when solutions do not come easily.
- Build teamwork among colleagues when working with customers.
- Deliver excellent customer service.

Workshop Format: This workshop is highly interactive. Participants will learn from presentations, case studies, skill practice exercises and other experiential tools. Each participant will be given handout material with useful and practical information for use back on the job.

This workshop can be customized for in-house presentations.

Contact us for more information:
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Check our website for
Workshop Hours

Hosted on Zoom

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publicsector-excellence.com



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Topics of Instruction

Importance of “Customer Service” in the Public Sector: Building a Positive Public Image.

- Identify who your customers are, why they depend on you, and what their expectations of a public sector employee are.
- Establish the standard & level of service you must provide to be successful.
- Learn how to communicate with a customer to tell them what they need to hear to solve their issue when it is not what they want to hear.

What Motivates Employees to Serve Their Customers Well?

- Develop an understanding of the responsibilities of each employee in delivering quality customer service.
- Learn what pushes your buttons and what pushes other people’s buttons.
- Learn what motivates others to work cooperatively with you or what sets them off to work against you.
- Practice and learn techniques to deal with people who just want to manipulate you, and do not really want to listen to solutions and ideas to resolve problems.

Getting Off to the Right Start

- Develop strategies to keep discussions open, less defensive and keep the focus on problem solving.
- Learn how to actively listen to meet customer needs, and to deal with customer anger and emotions.
- Understand how body language, inflection & pitch influence interactions with others.
- Practice key skills covered in workshop to ease their transfer to the job.

Skills to Deal With Anger: Your Anger and the Customer’s Anger

- Develop skills to stay grounded when someone attacks you personally.
- Learn to be assertive and stand up for yourself when someone is being uncivil and behaving ugly.
- Learn to avoid mistakes don’t confront the same problem again from the same customer – it’s all about building GOOD WILL.
- Don’t forget what matters most: learn some stress management techniques to help keep you in balance and have perspective.

Workshop Leader: Forrest L Story has over 25 years of public sector experience in staff, supervisory and leadership positions. He has facilitated hundreds of workshops about Public Sector customer service and interpersonal relations. As a former worker, supervisor, manager and educator in public service, he receives high marks from students and trainees for his entertaining yet practical “down to earth” teaching style.

