

Content Summary:

The *Customer Service in Government* course strengthens participants' skills for providing exceptional customer service, dealing appropriately with difficult customer behavior, and using feedback to continuously improve the service they provide. The design includes a wide variety of instructional techniques designed to maximize adult learning including mini lectures, group discussions and activities, role-playing, simulations, case studies, videos, and individual and team action planning. This course encompasses the following modules:

- Stakeholder and Customer Identification
- Managing Difficult Customer Behavior
- Strategies for Resolving Difficult Customer Situations
- Exceptional Customer Service
- Consideration of Customer Needs
- Feedback Systems and Continuous Improvement

Audience: All Professionals	Duration: 1 day
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Agenda:

Module 1: Stakeholders and Customer Identification

The *Stakeholders and Customer Identification* module helps participants identify internal and external customers and broaden their understanding of customer expectations.

Module 2: Consideration of Customer Needs

The *Consideration of Customer Needs* module teaches participants to communicate and implement strategies for providing services and products that meet customer needs and expectations, assess data collection tools and approaches, and consider customer service scenarios in terms of product integration.

Module 3: Managing Difficult Customer Behavior

The *Managing Difficult Customer Behavior* module assists participants with distinguishing between people and their behaviors and practicing strategies for handling difficult customer behaviors appropriately.

Module 4: Strategies for Resolving Difficult Customer Situations

The *Strategies for Resolving Difficult Customer Situations* module familiarizes participants with methods of overcoming impediments that contribute to difficult customer situations and improving written communication skills.

Module 5: Exceptional Customer Service

The *Exceptional Customer Service* module teaches participants to develop verbal and non-verbal communication and active listening skills, expand strategies for determining and meeting customer needs, solicit feedback on service performance, and apply the six components of exceptional customer service.

Module 6: Feedback Systems and Continuous Improvement

The *Feedback Systems and Continuous Improvement* module equips participants with the skills needed to continuously improve customer service and assess feedback systems and improvement processes.