

WORKSHOP: DELIVERING EXCEPTIONAL CUSTOMER SERVICE

This fast-paced 2-day workshop is targeted at meeting the needs of participants who have the responsibility to interact with a broad set of customers. Participants learn a proven approach for ensuring job satisfaction through the authentic exchange of service with customers; a model for understanding the various customer conditions and how to manage each; and a thought provoking approach for managing themselves through the inevitable frustration and conflict of managing multiple priorities and customer needs.

During the workshop, participants have the opportunity to explore their current and future work situations that require sound judgment and interaction both inside their own organizations as well as across the broader organization. Using small group discussion and exercises, workshop attendees practice the skills of starting up, sustaining, and repairing customer relationships to ensure their personal, long-term success.

Past participants of this workshop have appreciated having these practical tools for ensuring job success through the leveraging of specific customer interaction skills.

StrategyWorks, Inc., an International consulting and training firm offering this workshop across a broad base of public and private sector clients. The instructor and owner, is a highly sought after speaker and trainer. Past participants have evaluated this workshop as a thought provoking, useful course they can immediately apply to their work.

This workshop is offered by StrategyWorks, Inc., an International consulting and training firm. The instructor and owner, is a highly sought after speaker and instructor who has worked across a variety of Federal agencies including the Department of Interior, BLM, BIA, OST, US Fish and Wildlife, USGS, National Parks Service, BOR, NOAA and a variety of other organizations. Past participants have evaluated this workshop as a thought provoking, practical, useful course for energizing their employees and helping them master the art of leading.