

## Client Service for Government Employees

*Dubai (UAE) - VOCO Dubai*

*15 - 19 September 2024*

UK Training

# PARTNER



## Client Service for Government Employees

code: NC28 From: 15 - 19 September 2024 Venue: Dubai (UAE) - VOCO Dubai Fees: 4400 Pound

### Introduction

The benefits of providing excellent customer service are quite clear in the commercial, for profit world, but what is often overlooked is that the very same principles are also just as necessary in the public sector. Citizens have become used to the 24/7/365 'Always on' ethos of the commercial world and are, increasingly, expecting the same levels of service and responsiveness from Government agencies too.

Customer Service for the Public Sector training course is designed to give participants the communication skills, negotiation strategies, and public-sector customer service best practices they require to significantly improve customer service while lowering costs and increasing employee satisfaction. Delegates will walk away from this training course with the ability to measure customer satisfaction and apply the design elements necessary to structure their organisation in a customer-centric manner to respond effectively as customer service needs and conditions change.

### Course Objectives of Customer Service Training for Government Employees

- Develop proactive customer service vision, policies and procedures
- Successfully handle working with the four types of customer personalities
- Calm upset or difficult customers over the phone and in person
- Manage your emotions in stressful situations
- Enhance listening and questioning skills to better understand your customer's real needs
- Set SMART goals to continuously improve customer service satisfaction

### Customer Service Training for Government Employees Course Outlines

#### Day 1

##### How to improve Customer Service Communication and Interpersonal Skills Development

- The 7 Customer Service Expectations and 4 Customer temperament styles
- Understanding Your Customer's Nonverbal Communication
- Active Listening and Questioning Skills to Enhance Customer Service
- Techniques for Giving and Receiving Customer Feedback

#### Day 2

##### Building a Public-Sector Customer-Centric Organisation

- Developing a Top-down Customer Service Culture
- Internal vs. External Customers

- Best and Worst Public-sector Customer Service Providers
- Empowering Customer Service Employees

### Day 3

#### Harnessing the Power of Social Media to Improve Customer Service

- The Benefits of Using Social Media to Enhance Customer Engagement
- Social Media Public Sector Customer Service Best Practices
- Social Media Monitoring Tools
- Leveraging Social Media: Blogs, Twitter, Facebook and YouTube
- Protecting Your Organisation's Social, Media Reputation

### Day 4

#### Measuring and Monitoring Public Sector Customer Service Satisfaction

- Establishing Quality Customer Service Satisfaction Measuring and Monitoring Standards
- Best Practices for Recording and Monitoring Customer Service Issues
- The Role of the Supervisor in Conflict Resolution
- Strategies For Working with Difficult or Demanding People

### Day 5

#### Achieving Public Sector Customer Service Excellence

- Putting it all together - Action Planning that works
- Setting SMART Goals for Continuous Improvement
- Stress Management Tips for Maintaining a Balanced Lifestyle
- Time Management Principles to Improve Daily Productivity





## Blackbird Training Cities

### Europe & USA



Zurich (Switzerland )



Stockholm (Sweden)



Lyon (France)



Copenhagen (Denmark)



Bordeaux (France)



Annecy (France)



Oslo (Norway)



Edinburgh (UK)



Glasgow (Scotland )



Malaga (Spain)



London (UK)



Istanbul (Turkey)



Amsterdam (Netherlands)  
(Switzerland)



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Manchester (UK)



Milan (Italy)

### USA & CANADA



Los Angeles (USA)



Florida (USA)



Online



Boston (USA)



Washington (USA)



Miami (USA)



New York (USA)



Toronto (Canada)



## Blackbird Training Cities

### Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia )



Bangkok (Tailand)



Beijing (China)



Jakarta (Indonesia)  
(Malaysia)



Moscow (Russia )



Singapore (Singapore )



Sydney (Australia)



Tokyo (Japan)



Kuala Lumpur

### Afrika



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Marocco)



Nairobi (Kenya)



Dubai (UAE)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients



MANNAI Trading  
Company WLL,  
Qatar



Alumina Corporation  
Guinea



Booking.com  
Netherlands



Oxfam GB International  
Organization,  
Yemen



Capital Markets  
Authority,  
Kuwait



Waltersmith Petroman Oil Limited  
Nigeria



Qatar National Bank  
(QNB),  
Qatar



Qatar Foundation,  
Qatar



AFRICAN UNION ADVISORY  
BOARD ON CORRUPTION,  
Tanzania



KFAS  
Kuwait



Reserve Bank of  
Malawi,  
Malawi



Central Bank of Nigeria  
Nigeria



Ministry of Interior  
Kingdom of Saudi Arabia  
KSA



Mabruk Oil Company  
Libya



Saudi Electricity  
Company,  
KSA



BADAN PENGELOLA  
KEUANGAN Haji,  
Indonesia



NATO  
Italy



ENI CORPORATE  
UNIVERSITY,  
Italy



Gulf Bank  
Kuwait



General Organization for  
Social Insurance  
KSA



Defence Space Administration  
Nigeria



National Industries  
Group (Holding),  
Kuwait



Hamad Medical  
Corporation,  
Qatar



USAID  
Pakistan



STC Solutions,  
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS  
UN.



Authority for  
Electricity Regulation, Oman

UK Training  
**PARTNER**



## Blackbird Training Categories

### Management & Admin

Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Refinement

### Technical Courses

Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom



+44 7401 1773 35  
+44 7480 775526



[training@blackbird-training.com](mailto:training@blackbird-training.com)



[www.blackbird-training.com](http://www.blackbird-training.com)

UK Training

**PARTNER**

