# Customer Service Excellence for the Public Sector

22 – 26 February 2027
Lisbon (Portugal)



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## Introduction

In today’s competitive environment, Customer Service Excellence plays a pivotal role in an organization's success. Customer service representatives and public relations staff are often the first point of contact for clients, facing a wide array of challenges—ranging from handling difficult customers to managing demanding situations. As organizations strive for continuous improvement, it is crucial that employees develop the right customer service and public relations skills to effectively handle these challenges.

This Customer Service and Public Relations Masterclass Training will equip participants with essential tools, techniques, and skills to master the art of providing excellent customer service. The course will focus on developing the key skills needed to handle complex customer situations, create high-value leads, and enhance the overall customer experience—ultimately leading to organizational success.

## Course Objectives

By attending this course, you will:

- Develop a strategy to build a proactive, customer-centric organization.
- Understand and create a strong public sector brand promise.
- Define customer service excellence, understanding the values that drive customer satisfaction.
- Learn how to measure and monitor customer service performance to support continuous improvement.
- Recognize the barriers to delivering superior customer service and address them effectively at every customer touchpoint.
- Learn effective strategies for responding to complaints in the public sector.
- Understand how to measure and enhance your customer service culture.
- Develop internal processes that support the service commitment to customers, using diagnostic tools.



## Course Outlines

### Day 1: What Do We Want Our Customers to Experience?

- The importance of customer care in public sector services.
- Understanding why superior service is critical and how to achieve it.
- Why good service isn't enough: identifying the differences between good and excellent customer service.
- Understanding the skills required at each customer touchpoint to achieve customer service excellence.

### Day 2: Measuring Customer Service Success

- Identifying the strengths and weaknesses in your current approach to customer service excellence.
- Using service quality tools and techniques like cause and effect analysis, Pareto analysis, and more.
- Exploring how different public sector organizations globally deliver excellent customer service.

### Day 3: Demonstrating Customer Service Professionalism

- Developing and maintaining a positive mental attitude in customer interactions.
- Building and monitoring your team to exceed customer expectations.
- Identifying best practices for managing various customer situations, including complaints.
- Mastering the development of a customer service-focused attitude that enhances customer experiences.

### Day 4: Handling Complaints

- Mastering techniques to deal with difficult customers.
- Preventing complaints from recurring and turning negative experiences into positive ones.
- Exploring the six satisfaction elements to embrace when handling complaints.
- Addressing the needs of customers who complain and learning how to satisfy them.

### Day 5: Customer Service Management Strategy

- Crafting a Quality Service Statement that reflects your organizational values.
- Measuring and analyzing your customer service culture.
- Supporting and reinforcing organizational values and beliefs through success stories.
- Updating your customer service systems and procedures to support continuous improvement.



## Why Attend This Course: Wins & Losses!

- Develop the skills and knowledge required to achieve Customer Service Excellence at every level of your organization.
- Learn practical customer service tips and strategies that can be applied immediately to enhance service delivery.
- Gain valuable insights into the principles of excellent customer service and how to implement them effectively.
- Understand how to measure customer service performance, identify gaps, and implement changes that align with your organizational goals.
- Be equipped with the tools to handle difficult customer interactions and turn complaints into opportunities for improvement.
- Enhance your team's ability to exceed customer expectations, build brand loyalty, and improve organizational reputation.

## Conclusion

The Customer Service and Public Relations Masterclass will help you develop the necessary tools and techniques to achieve customer service excellence. By attending, you will learn to transform your customer service approach, effectively handling customer complaints, and exceeding their expectations at every touchpoint. This course is designed to help you elevate your customer service standards and build a customer-centric organization that fosters long-term relationships with clients and stakeholders.

**By mastering the principles of excellent customer service, you will not only improve individual performance but also contribute to the success of your organization, driving both customer satisfaction and business growth.**

