

Customer Service & Conflict Resolution Essentials for Government

20 Feb | Online Delivery

Create positive change in your organisation and community by proactively solving issues before they arise

- Deep dive into the holistic customer experience and how to maintain a customer-centric mindset
- Manage, de-escalate and resolve difficult situations and conflicts
- Expand your communication skills to increase engagement and rapport
- Build trusting relationships externally and see how this can reflect internally

THE AGENDA

Workshop

20 FEB | 9:00 - 4:30

- Introduction to customer experience
- Communication skills for customer service
- Customer relationship management
- Handling conflict, complaints and difficult situations

YOUR FACILITATOR

With a vast array of experience across the public sphere and Law Societies in both the UK and Australia, Giles implemented industry firsts that led to unprecedented reductions in complaints against accredited law practices. As a speaker and facilitator, Giles' client-centred approach makes for engaging, practical and relevant content.



Giles Watson
Director
CX Training

GROUP DISCOUNTS

3 - 4 Attendees

15%

5 - 7 Attendees

20%

8 - 9 Attendees

25%

10+ Attendees

30%

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