



# Providing A+ Customer Service in a Public Sector Environment

Join us for this 2-hour interactive virtual workshop!

November 17, 2022 | 10:00am-12:00pm

*Instructed by Janet May, of Sound Employment Solutions, LLC*

**DESCRIPTION:** Most public employers expect employees to provide exceptional customer service to those individuals seeking service or calls for information and instructions. Effective customer service is essential to the sustainability of the public employer, but customer service in the public sector includes a component of information, education, and in some instances, enforcement of laws and rules. That dynamic can sometimes lead to situations where customers feel frustrated or angry.

This workshop was designed for people new to this dynamic public customer service environment, and in this interactive workshop, participants will learn:

- How public sector customer service differs from private sector customer service
- How to craft a realistic definition of public sector customer service
- How to support each other in providing excellent customer service
- How to increase your level of confidence in providing customer service
- How to maintain strong customer service even when providing customers with information they may not want to hear
- How to manage and defuse difficult clients/customers

**AUDIENCE:** For people new to customer service roles in the public sector, and those seeking a refresher (WCRP members only). Registration Required.

**REGISTRATION CAP:** Up to 100 attendees.

## **VIRTUAL WORKSHOP EXPECTATIONS:**

- There is a high level of participation and interaction, therefore, attendees will need to join from devices with camera, microphone, and chat capabilities.
- Individual registration is required for all attendees for attendance records and certificate issuance. Members of the same agency are encouraged to attend together so they can participate in small group discussions and strategize together. If attending in a group from a single device, please email [MemberServices@wcrp.wa.gov](mailto:MemberServices@wcrp.wa.gov) or call (360) 292-4490.
- This training will not be recorded, and recording is not permitted.

**REGISTRATION & FEES:** This workshop is available to WCRP members only, at no charge. Attendees must pre-register to attend. **\$25 no-show fee may be assessed if cancellation notice is not received 24-hours prior to the workshop or if the attendee does not attend both days.** To learn more, visit [WCRP's Registration and Fees, Invoicing and Cancellation Procedures](#) webpage.

Attendees must pre-register to attend. Register online at [www.wcrp.info](http://www.wcrp.info): Hover over the Member Services tab and click on Training to access the list of current offerings. The online registration form is accessible under each training title; select the link to be directed to the WCRP Events & Training Online Registration Form, then carefully select the event you wish to attend and complete the online form. A waitlist will be enabled when a specific training is full and we encourage you to sign up in the event of a cancellation.

## **QUESTIONS?**

Contact the WCRP Member Services team: [MemberServices@wcrp.wa.gov](mailto:MemberServices@wcrp.wa.gov) or (360) 292-4490