



Providing A+ Customer Service in a Public Sector Environment

Join us for this 2.5-hour interactive virtual workshop!

June 22, 2022 | 9:30am-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.

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 evaluate the success of the customer service efforts and craft realistic goals for improvement
- 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: All member county staff and officials are welcome (WCRP members only).

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.
- 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, we ask that each person registers individually and that you share the attendee list with WCRP during the training so we can maintain attendance records.
- This training will not be recorded, and recording is not permitted.

REGISTRATION & FEES: This workshop is available to WCRP members only, at no charge. **\$25 no-show fee may be assessed if cancellation notice is not received 24-hours prior to the workshop.**

[CLICK HERE TO REGISTER](#) or register online at www.wcrp.info: Hover over the Member Services tab, click on Training, select WCRP Events & Training Online Registration Form, then carefully select the event you wish to attend and complete the online form.

QUESTIONS?

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