

Exceptional Customer Service Skills for Government Staff

Public Sector
Paris (France)
14 - 18 Jul 2025

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Exceptional Customer Service Skills for Government Staff

Ref: 3158_137216 **Date:** 14 - 18 Jul 2025 **Location:** Paris (France) **Fees:** 4400 **Euro**

Course Description

This intensive 5-day course is tailored for government employees seeking to enhance their customer service skills. Participants will learn effective communication techniques, problem-solving strategies, and best practices for citizen engagement in the public sector. The course combines theoretical knowledge with practical exercises to ensure a comprehensive learning experience.

Learning Objectives

- Develop advanced communication skills for diverse citizen interactions
- Master techniques for handling challenging situations and difficult customers
- Understand the unique aspects of customer service in government settings
- Learn to use technology and data to improve service delivery
- Enhance problem-solving and decision-making skills in public service scenarios

Course Modules

Day 1: Foundations of Government Customer Service

- Understanding the public sector service landscape
- Citizen expectations vs. government constraints
- Effective communication in government settings
- Building trust and credibility with the public

Day 2: Advanced Communication Techniques

- Active listening and empathy in citizen interactions
- Non-verbal communication and body language
- Adapting communication styles for diverse audiences
- Effective written communication in government correspondence

Day 3: Problem-Solving and Conflict Resolution

- Identifying and addressing citizen needs
- De-escalation techniques for tense situations
- Creative problem-solving in bureaucratic environments
- Balancing policy compliance with citizen satisfaction

Day 4: Technology and Data in Public Service

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- Leveraging digital tools for improved service delivery
- Data-driven decision making in customer service
- Privacy and security considerations in citizen interactions
- Social media and online engagement strategies

Day 5: Continuous Improvement and Best Practices

- Measuring and evaluating customer service performance
- Implementing feedback systems for service improvement
- Case studies of exemplary government customer service
- Creating action plans for ongoing skill development

Practical Wins for Participants

- Enhanced ability to handle difficult citizen interactions with confidence
- Improved efficiency in resolving citizen inquiries and complaints
- Increased citizen satisfaction and trust in government services
- Personal growth in communication and problem-solving skills applicable beyond work

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