NIPAM
NAMIBIA INSTITUTE OF PUBLIC ADMINISTRATION AND MANAGEMENT

CUSTOMER CARE

This Communications Skills Course helps people communicate effectively, appropriately and clearly in all situations. This is a great course for public servants as the benefits can have a positive effect on every aspect of their professional and personal lives. Communication plays a pivotal role in the day to day running of any business. As such, it needs to be properly managed as it has the power to either make or break business contacts. Communication can be considered as the heart of all public sector enterprises and the most important of all business skills. The ability to transmit information helps both clients and employees feel they can communicate with and ultimately trust each other. Learn to understand how you communicate, how others communicate and adjust to meet their needs. This will help them receive your message more clearly and improve relationships in general.

Venue:	Windhoek, NIPAM Campus
Duration:	Five (5) Days

COURSE LEARNING OUTCOMES

- Establish and maintain standards of good customer service
- Explain customer service in relation to internal & external customers
- Recognise how one's attitude affects service standards
- Master ways to develop & maintain a positive, customer focused attitude
- Develop needs analysis to better address customer needs
- Apply outstanding customer service techniques to generate return for business
- Practise techniques for developing good will through in-person customer service
- Formulate take away techniques for service excellence over the phone
- Gain insight with connecting with customers online
- Master techniques for dealing with difficult customers

WHO SHOULD ATTEND?

Applicants must be appointed officials in central, regional and local government and Public Enterprises.

COURSE CONTENT

1. Public Service Customer Service Charter
2. Standards of Good Customer Service
3. Professional Behaviour (The Image of the Office, Making First Impressions, Personal Appearance, Receiving Visitors, and Dealing with Difficult Customers)
4. Identifying and Addressing Customer Needs
5. Competence focusing on Role Clarity and World View
6. Responsibility and Ownership
7. Follow Through (Getting other to Perform, Superior service, Getting feedback)
8. Personal Effectiveness (Maximizing telephone and email etiquette).

For enquiries please contact:
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