# ****Example Customer Service Training Agenda****

 **Learning Objective of training program:** to increase the knowledge and skills of court staff with respect to customer service.

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| **Time** | **Topic** | **Learning Outcomes** | **Training Method** | **Training Aids** | **Facilitator** |
| **8:00 – 8:30am**  | ***Arrival Time*** |
| **8:30 – 10:30am**120 mins | **Opening of Training****Overview of Training:*** Facilitators
* House keeping
* Learning Objective
* Learning Resources

**Who is a customer and how do we deal with them?** | * Welcome participants to the training and introduce facilitators and participants
* Clearly explain the objective of the training
* Ask participants complete a pre-training questionnaire

Participants will be reasonably able to:* Explain the difference between a client and a customer
* Define customer service
* Describe a service delivery charter
* Create a service deliver charter
* Explain the procedural and personal dimensions of customer service
* Describe and explain the RATER model of customer service
* Distinguish internal and external customers
* Define customer expectations
 | PresentationPresentationBrainstormGroup Activities | PowerPointPre-Training QuestionnairePowerPointWhiteboardButcher’s paper and pens |  |
| **10:30 – 11:00am** | ***Morning Tea*** |
| **11:00 – 12:30pm**90 mins | **Communicating with Customers** | Participants will be reasonably able to:* Explain the importance of listening and question skills in communicating effectively
* Describe how false impressions may be created
* List effective communications skills
* Describe negative communication practices
* Explain the concept of ‘message impact’
* Explain the importance of non-verbal communication i.e. body language
* Identify non-assertive, assertive and aggressive body language
 | PresentationGroup DiscussionRole PlayGroup Activity | PowerPointVideoWhiteboard |  |
| **12:30 – 1:30 pm** | ***Lunch*** |
| **1:30 – 3:00pm**90 mins | **Delivering a Service** | Participants will be reasonably able to:* Explain what is meant by ‘delivering a service’
* Describe the three C’s of customer service
* List the characteristics of quality customer service
* Explain the concepts of customer satisfaction and loyalty
* Identify characteristics of customers who are satisfied and those that are not
 | PresentationBrainstormVideoGroup activity | PowerPointWhiteboardButcher’s paper and pens |  |
| **3:00 – 3:15pm** | ***Afternoon Tea*** |
| **3:15 – 4:15 pm**60 mins | **When Things go Wrong** | Participants will be reasonably able to:* Define a difficult customer
* Identify techniques for handling difficult customers
* Identify inappropriate responses to difficult customers
* Explain the concept of ‘service recovery’ and how this can be achieved
 | PresentationGroup activityVideoGroup Discussion | PowerPointButcher’s paper and pens |  |
| **4:15 – 4:45pm**30 mins | **Closing of training** | * Run the ‘Jeopardy’ game
* Review Training objective
* Participants to complete post-training questionnaire
* What I liked and what I learned today..
* Wrap up and close
 |  | PowerPointPost-Training Questionnaires |  |

**Extract from the *PJSI Training-of-Trainer’s Toolkit*, 2020**.

The full Toolkit is available here: <https://www.fedcourt.gov.au/pjsi/resources/toolkits>