# ****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 | Presentation  Presentation  Brainstorm  Group Activities | PowerPoint  Pre-Training Questionnaire  PowerPoint  Whiteboard  Butcher’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 | Presentation  Group Discussion  Role Play  Group Activity | PowerPoint  Video  Whiteboard |  |
| **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 | Presentation  Brainstorm  Video  Group activity | PowerPoint  Whiteboard  Butcher’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 | Presentation  Group activity  Video  Group Discussion | PowerPoint  Butcher’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 |  | PowerPoint  Post-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>