



AMCTO'S CORPORATE TRAINING

Customer Service Orientation and Conflict Resolution for Municipal Law, Licensing and Building Code Enforcement

1 – Day Workshop

This full day workshop will provide the participants with the tools and action plan to overcome the customer service challenges that exist within the municipal enforcement and regulatory environment. It will include an overview of fundamental customer service principles, various customer types and an understanding of how personal bias can impact the customer service experience. They will learn tools designed to achieve the difficult balance of treating difficult and challenging individuals with respect while also ensuring compliance with applicable regulations. The participants will be provided with opportunities to apply the concepts discussed in relevant scenario situations.

Participants will leave the workshop with enhanced tools to overcome challenging customer service situations while at the same time ensuring that compliance with applicable regulations is achieved.

What you will learn:

- How to identify, respect and adapt to a variety of customer types
- Communication and conflict management skills to de-escalate challenging situations
- Ensure that the fundamental goal of compliance and public safety is achieved
- Personalized action plan and tools to achieve an effective balance of excellent customer service and compliance with municipal regulations

Why attend:

Providing excellent customer service is a fundamental component of government service. Administering and enforcing government regulations adds an extremely challenging layer to the customer service component. Participants in this workshop will learn how to deliver excellent customer service, adapt to challenging and changing circumstances and manage difficult people, while at the same time ensuring compliance and public safety levels are maintained.

Who should attend:

This training will be of benefit to all levels of employees engaged in the administration and enforcement of municipal regulations, including by-laws and Building Code enforcement.