



Managing Challenging Customer Service and Resolving Conflict

This workshop engages participants to understand complex customer service challenges in the public sector. Through interactive exercises participants will learn how to respect, manage, and adapt to various customer types using customer service theory and various communication approaches. Working on communication tools, considering an equity lens and practicing de-escalation techniques, participants will leave with a greater confidence in how to overcome various challenges in order to deliver more effective, positive customer service.

Learning Objectives

- The ability to hone your customer service even in difficult times
- Understand the nuances of public service customer excellence and which systemic issues need to be considered and addressed
- Identify, respect and respond to the various types of customers
- Understand the value of inclusive customer service and how to apply an inclusive approach
- Develop tools to effectively manage conflict and de-escalate challenging situations
- Gain more confidence dealing with challenging situations

This Training is Ideal for:

- All customer service and frontline staff
- Public-facing departments and communication teams
- HR managers
- Managers responsible for refining customer service processes and approaches

More Information?

Contact Jeanne Moon, Coordinator Programs & Services, for further details or questions:
jmoon@amcto.com / (905) 602-4294 ext. 222

If you are interested in booking this Corporate Training Workshop, please [click here](#) to submit a request through our online booking system.