

Putting Citizens First

A service leadership course for professionals and teams

Overview

Designed to help you achieve your full leadership potential as a service professional, this highly interactive two-day course will equip you with the concepts, tools, techniques and best practices to consistently provide 5-star service to citizens. Beyond knowledge and skills transfer, attitudes and behaviours leading to success are at the core of the program.

During this intensive two-day course, you will learn how to assess and apply the drivers of service excellence, adapt your communications style for customer satisfaction, be able to navigate the rapids of change, practice the power of teamwork and learn how to go the extra mile. The course teaches you how to be a leader in shaping the culture around you for best service results and how to contribute to service improvement.

To ensure lasting impact, the course pushes participants to look far deeper than any typical customer service workshop. By the end, you will understand what you can do to embed service excellence in everything you do and how to work in tandem with your colleagues as members of ONE TEAM-ONE MISSION in serving your clients with pride.

Audience

This world-class course is mission-critical for all public servants who provide service to citizens in person, by telephone or via the internet.

Duration 2 Days

Price \$995.00

Course Objective

- Provide consistent 5-star service to citizens

Course Benefits

- Be able to put yourself in the citizen's shoes
- Go the extra mile for the citizens you serve
- Be recognized for your professionalism in service

Your Facilitator



Richard Rochefort

Coach / Strategist / Speaker / Facilitator

Richard Rochefort is an expert in management, leadership and learning in the public sector. He is perfectly bilingual. He is a certified executive coach, excellent facilitator and outstanding public speaker. He is also certified in various psychometric assessments in support of his coaching practice. He has extensive experience in Canada and abroad facilitating strategic planning sessions, executive retreats, management forums and staff general assemblies. Through storytelling, practical examples and interactive exercises, he delivers dynamic workshops, learning sessions and keynote addresses on various topics such as leadership, teamwork, workplace wellness, service excellence and organizational culture change.