

Making Every Contact Count: Customer Service for Public Safety



Length: 2 days

Audience: All employees, sworn and non-sworn

As consumers, we know that customer satisfaction is essential and that first impressions can be crucial. It's no different for citizens who "purchase" from those in the business of public safety. The Making Every Contact Count® workshop provides essential training that improves attendees' ability to communicate effectively, engage successfully with others, enhance team cohesion and make work enjoyable for self and others, and adapt to the varying personalities and interactions encountered during the difficult job of public safety. Course objectives and activities identify, develop, and hone fundamental traits and skills found in top call-takers, dispatchers, officers, detectives, and supervisors—the same traits that promote high levels of "customer satisfaction" in top corporate service organizations. Skills developed in this course enhance job productivity and further agency relations and trust.

Objectives:

- Define the three essential elements of high quality customer service
- Apply five steps that help accomplish positive service interactions
- Analyze individual communication tendencies
- Identify four personality traits and their influence on interactions
- Identify what breaks down interpersonal communication
- Review positive and negative service experiences
- Analyze the impact of one's own attitude and determine how to maintain a commitment to positive service interactions
- Define conflict and experience methods to resolve it
- Identify responses to emotions such as fear, anger, and anxiety and how they affect conduct
- Analyze case studies/videos that demonstrate what positive contacts look and sound like
- Improve listening and communication skills that promote positive influence over others
- Discuss methods for interacting with dissatisfied citizens/customers
- Learn methods to resolve complaints successfully and to deal with difficult personalities
- Demonstrate the importance of the greeting in creating a positive first impression
- Analyze ways to more effectively ask questions and listen
- Develop methods to handle stress

Admin@MoserTrainingSolutions.com

540-270-4635

MoserTrainingSolutions.com

Colorado Springs, CO Fredericksburg, VA

Let us challenge the way your employees think, and improve the way they perform...

Moser Training Solutions, LLC (MTS) is privileged to work with corporate and government leaders who want to improve employee and customer satisfaction, while enhancing both individual and team performance.

What we do:

- Provide professional and career development training
- Customize training to the client's needs
- Coaching (career advancement, study techniques and effective writing skills)
- Conduct individual and program assessment
- Provide law enforcement subject matter expertise
- Project management and consultation
- Prepare private industry for emerging threats

Train-the-Trainer

Instructor Development (and recertification)
Field Training Officer (FTO)
Police Training Officer (PTO)
Advanced Coaching (FTO/PTO)
Basic Recruit Academy Instructor

Professional Development

Building Outstanding Teams
Customer Service for Public Safety
Problem-Solving, Decision-Making
Resolving and Navigating Conflict
Facilitation Skills
Ethics, Stress and Negativity
Project Management

Leadership

Leader in Blue/Operational Readiness
Leaving a Legacy Through Leadership
Leading During Challenging Times
Leading and Influencing at all Levels
Performance Management for Supervisors

Career Advancement

Excelling Through Written Correspondence
Preparation for Career Related Interviews
Assessment Center Preparation
Improving Cognitive and Test Taking Skills
Resume Preparation
One-on-One Career Coaching
Individual Assessment and Compliance Issues

2001 Ripple Ridge Road
Colorado Springs, CO 80921
Admin@MoserTrainingSolutions.com

28 Potomac Creek Dr. Ste. 123
Fredericksburg, VA 22405
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