

A FOCUS ON DIFFICULT SITUATIONS

Public Service Excellence

**Course Date:
March 26, 2008**

Time:
9:00 a.m.— 4:30 p.m.

Location:
County Government Center
1055 Monterey Street
1st Floor, Rooms 161 & 162
San Luis Obispo

Facilitator:
Michele Jackman, MSW, MA

Cost:
No registration fee to County employees.
\$225.00 for non-County employees.

REGISTER NOW!
Limited space available.

Email: All reservations are to be made through the Employee University email address.

EmployeeUniversity@co.slo.ca.us

Discover ways to deal with unhappy customers when they are paying taxes, fines, trying to get approvals, and feeling stalled on requests.

This one-day highly interactive seminar helps you develop or refresh skills at providing information, education, or final decisions to customers who are in difficult situations where they do not like the answers, even though they are the right answers.

This course helps you identify specific things to say and do to control the negative reactions of the Citizen, Board, or other professional or political representatives.

Participants in this program will identify and practice specific actions they can take to initiate changes in the way service is communicated and delivered in these situations.

Learn to:

- Identify situations which challenge your current skill levels.

- Prevent defensive or aggressive action, using better preparation and notification language for each difficult situation.
- Communicate with people who are in a forced compliance situation and need your guidance based on their "style" in the moment.
- Deal with various "emotional" needs to feel the service is being delivered with respect and accuracy.
- Learn the five key elements in research (Harvard) related to Service expectations so you can influence your department to improve its processes.

CANCELLATION POLICY:

If you need to cancel your registration for an E.U. Class, please do so via email two weeks prior to the class date to avoid the \$50.00 cancellation fee.

If you can find an employee in your department to take your place, email the change in attendees and the cancellation fee will be waived.

