

# **Client service in a municipality**

## **Learning objectives**

At the end of this course the participants should be able to:

- Identify the characteristics of good client service;
- Identify their clients (citizens, elected officials, employees);
- Apply concrete means aimed at maintaining good relations with clients;
- Know how to develop a vision of service for their organization;
- Discuss the important principles that provide the basis of improving client service so as to find ways to translate these principles into actions;
- Identify the technical and relational techniques required for those who give service in their municipality;
- Identify the elements that can influence the quality of communications with clients;
- Identify the techniques required to solve problems presented by difficult clients.

## **Content**

The content of this course can vary in response to the different needs of clients. The course may include:

- Definitions of client service as it applies to municipalities;
- The characteristics of a municipality's clientele;
- The principles underlying good client service;
- The importance of a service vision within an organization and its usefulness in the creation of symbiotic relationships with municipal clients;
- The technical and relational techniques required for those who give service in their municipality;
- Elements of efficient communications with clients;
- How to intervene with difficult clients;
- Elements to be considered in the evaluation of the quality of services offered.

## **Course participants and duration**

This one day course is normally given to groups of 8 to 12 participants from the same organization. Since different clients' needs vary, we can adapt the schedule, the content and the learning activities so as to respond to specific needs.