



GOVERNMENT HOSTING LOCATIONS

BROWARD –

SEPTEMBER 23, 2009

9:00-4:00

**CITY OF
TAMARAC**

PALM BEACH –

SEPTEMBER 24, 2009

9:00-4:00

**CITY OF
BOCA RATON**

\$99

Per person

Register 3
and the
4th goes
FREE!

Service with Principles®

Since customer service is the primary attribute that creates your agency's reputation, it is no wonder that the need for service skills continues to grow! When customers, patrons, taxpayers, or residents need a service or product from your agency, they want exceptional service every time. So what does that look like? Service with Principles® introduces techniques to respectfully handle customer situations with a positive approach while continually focusing on valued-added solutions. Learn how to deal with the most difficult customer interactions by integrating the Three Guiding Principles®. Help your agency become the government benchmark for quality service!

SEMINAR BENEFITS

- Introduce the Three Guiding Principles® for employee success
- Explain a four-step customer service process
- Use de-escalating language in managing customer complaints
- Integrate Three Guiding Principles® and the H.A.R.T. process while facilitating difficult customer interactions
- Discover seven behaviors that contribute to exceptional customer service

HIGHLIGHTS

- A full day of interactive learning; six instructional hours
- Targeted for government employees at any level
- Participant workbook, job aid, and transfer of learning tool
- Real Florida government scenarios and challenges
- Pre and post assessment results
- Morning refreshments
- Limited seating for individualized feedback

**Over 3,200 government employees statewide
are applying skills from EdTrek programs!**

Register online at www.OwnYourWorld.net/seminars.html

Inquiries - (888) 406-9648

