

Leading a Customer Focused Culture in Local Authorities

Course programme

For further information, please contact training@apse.org.uk

09:45 - 10:00	REGISTRATION
10:00- 11:15	<h3>UNIT 1: Customer Service</h3> <ul style="list-style-type: none">What is your experience?The key drivers of satisfactionHow can you ensure your customers are always satisfied?Cultural transformation
11:15 - 11:30	COMFORT BREAK
11:30 - 12:45	<h3>UNIT 2: Customer Insight</h3> <ul style="list-style-type: none">Who are your customers.What are their needs and expectations?What can you learn from their experiences?Managing expectations; improving information range and quality
12:45 - 13:15	LUNCH
13:15 - 14:30	<h3>UNIT 3: Setting and Monitoring Standards</h3> <ul style="list-style-type: none">LeadershipValuesService standardsOrganisation cultural framework
14:30 - 14:45	COMFORT BREAK
14:45 - 15:45	<h3>UNIT 4: Making Improvements</h3> <ul style="list-style-type: none">Learning from dips in performanceTurning complaints into complimentsLearning from othersHow do you recognise a job well done?

15:45 - 16:00

PLENARY, FEEDBACK AND CLOSE