

Achieving Service Excellence Workshop - For Managers and Supervisors

Refining Your Communication and Customer Service Skills

Please type or print clearly. Incomplete or illegible applications will not be processed.

County Employee Number

Last Name

First Name

Middle Initial

Current Position

Payroll Title (if different)

Item Number

Work Phone

Extension

Fax

Work or Home Email Address

County Department

Department Number

Home Address

City

Zip Code

Reservations will be accepted on a first-come, first-served basis. Please select one of the two workshop dates below. Reservations are required and there will be ***no onsite registration***.

This application indicates an interest in the workshop and does not guarantee enrollment. Applicants will be notified when the workshop has been scheduled. Participation in this workshop requires your manager's or immediate supervisor's approval/signature.

Manager's/Supervisor's approval

Title

Date

Return your completed registration form to Matthew Leos, Program Coordinator

Fax.213.637.0094 Phone.213.738.2249

mleos@hr.lacounty.gov

If you have a disability that requires a reasonable accommodation, please contact Matthew Leos at the above number.

THE LOS ANGELES COUNTY LEARNING ACADEMY

3333 WILSHIRE BOULEVARD · SUITE 1000 · LOS ANGELES · CALIFORNIA · 90010

www.losangelescountyacademy.org learningacademy@hr.lacounty.gov Phone 213.738.2870

ACHIEVING SERVICE EXCELLENCE WORKSHOP FOR MANAGERS AND SUPERVISORS

REFINING YOUR COMMUNICATION AND CUSTOMER SERVICE SKILLS

The Los Angeles County Learning Academy is offering this one-day workshop for interested County employees. The workshop focuses on the skill needs of managers and supervisors with significant service delivery responsibilities to external or internal customers.

This highly interactive and practical workshop has been designed to support the Vision and Strategic Plan of Los Angeles County. The curriculum emphasizes communication skills as they apply to customer service. You will learn techniques for addressing difficult customer service situations with both co-workers and the public. This workshop includes all the skills taught to line employees in the basic Achieving Service Excellence workshop with additional training on coaching employees on these techniques.

WORKSHOP TOPICS

- Identifying customers and their needs
- Service Excellence
- Applying Service Excellence communication skills
- Responding to challenging customers
- Recommending service improvements
- Coaching for Service Excellence
- Recognizing achievement
- Improving performance

REGISTRATION

Please complete the registration form on the back, obtain the required authorization and return it to the Academy coordinator at least one week prior to the date you are requesting.

LOGISTICS

Space in this workshop is limited and will be filled on a first-come, first-served basis. Reservations are required and there will be ***no onsite registration.***

PRESENTER

Paul Obney is Managing Partner of Paul Obney and Associates, a consulting practice specializing in facilitation, training and consulting with emphasis on customer focused organizational improvement.

Paul has developed and facilitates a variety of workshops on customer service, conducting successful meetings, team building, problem solving, using performance measures, employment discrimination, investigation techniques, and inter-personal skills.

Paul has worked for a wide range of Los Angeles County departments for 15 years.

This program may also be facilitated by training staff of the Los Angeles County Learning Academy. These facilitators have skills in conducting interactive training programs as well as extensive experience in both internal and external customer service.



Gloria Molina
First District

Mark Ridley-Thomas
Second District

Board of Supervisors

Zev Yaroslavsky
Third District

Don Knabe
Fourth District

Michael D. Antonovich
Fifth District

Lisa M. Garrett
Director of Personnel