

**Achieving Service Excellence Workshop - Frontline Staff**

**Refining Your Communication and Customer Service Skills**

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

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County Employee Number

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Last Name

First Name

Middle Initial

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Current Position

Payroll Title (if different)

Item Number

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Work Phone

Extension

Fax

Email Address

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County Department

Department Number

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Home Address

City

Zip Code

Reservations will be accepted on a first-come, first-served basis. 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.

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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](mailto: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

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# ACHIEVING SERVICE EXCELLENCE WORKSHOP FRONTLINE STAFF

## 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 frontline employees 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.

### WORKSHOP TOPICS

- Identifying customers and their needs
- Service Excellence
- Applying Service Excellence communication skills
- Responding to challenging customers
- Recommending service improvements

### 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.



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Second District

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