Appendix One - Building on Service

Target Audience: For leaders with direct reports and senior leaders / managers.

Description: Every leader has responsibility for creating & maintaining a citizen / customer focused team. Come prepared for this one day course, where you'll discover why building a service culture is critical. Some of the topics covered include; building on internal / external service; the leader's role in reviewing and providing feedback on work requirements and service standards; and the importance of communication, top-down commitment and citizen/customer feedback.

Learning Objectives: By the end of the session, participants will be able to:

- Articulate the supervisor's role in delivering citizen/customer service.
- Identify important supervisory responsibilities that contribute to service including communication, outlining work requirements / service standards and feedback.
- Recognize the importance of modeling, support and commitment to service.
- Suggest strategies to improve service in the workplace.

The content of this **1 day Awareness course** supports the development of the following competencies:

Lominger Competency Card No.: 15. Citizen & Customer Service