



National Park Service
U.S. Department of the Interior

CARE Customer Service

February 24 and 26, 2015 (2 part series)

Trust is the glue that keeps customers coming back. The customer's faith in your word and belief in your promises are what saves you in those difficult times when everything seems to be going wrong.

Conflict often arises in customer service. This can be exacerbated by the phrase "the customer is always right". This mindset gets in the way of true success. For if the customer is always right, then in a dispute with an associate, that associate must, by definition, be wrong. Yet often that associate is simply adhering to regulations or providing a legitimate response to the customer by telling them their way is inappropriate. Sometimes we have to tell the customer "no"...and that no is in their best interest.

This webinar provides tools and techniques to find common ground in addressing customer service issues while uncovering how each party sees the issues, and how to reach an equitable agreement on what should be done, who should do what, and when.

Pre-Work: Participants will also be asked to come with their own customer service challenges (both as customers and as service providers).

DATES: February 24 and 26, 2015 (Must attend both sessions to receive credit)

TIME: 1:00 p.m. – 3:00 p.m.

SESSION

LENGTH: 2 hours

PARTICIPANTS: All Employees

CLASS SIZE: 50

VENDOR: CI International, webinars may not be recorded or distributed

TUITION: Paid by WASO, Learning and Development

**REGISTRATION
PROCESS:**

NPS employees SHOULD register online at <http://goo.gl/forms/ujrUWDg3rJ> by February 18, 2015. Information on accessing the webinar will be sent to all registrants.

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WASO Learning and Development advances strategic service wide human capital development through competency-based leadership programs and specialized career field training for National Park Service employees and partners.