

# Customer Experience



<b>Course Number:</b>	MTS CE 001	<b>Scheduled Sessions:</b>
<b>Cost Per Person:</b>	\$100/Participating, \$200/Non-Participating	12/6/19
<b>Eligibility:</b>	All	3/16/20
<b>Instructor:</b>	Carol Tripp	4/16/20
<b>Length:</b>	8:30 am – 4:30 pm	6/1/20
<b>Certificate Series:</b>	Advanced Professional Development Certificate	
<b>Location:</b>	Des Moines, Hoover State Office Building, Level A	

## Overview:

What are the pitfalls you encounter when trying to deliver a positive customer experience? How can your customer interactions go from good to great? What is the best way to handle difficult situations? Does attitude count? What is the LIRRA technique? Find out the answers to these and other important customer experience questions during this interactive session. You'll walk away with helpful tips to put into practice right away. Participants will learn how to project a customer-friendly image, how to handle demanding customers and more during this course.

## Objectives:

- Identify customers – both internal and external
- Define customer experience and focus
- Utilize specific, practical methods to handle challenges in providing a positive customer experience
- Identify techniques for helping citizens work with government bureaucracy
- Learn how to interact with unhappy customers in different settings, face-to-face, on the phone, in writing, etc.
- Explore ways to not make excuses and how to respond if you don't have the answer in a public service setting
- Identify inflammatory triggers and discover ways to say what you mean without angering the customer