



# unitar

United Nations Institute for Training and Research

## Unitar Online Catalogue

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### CIFAL Durban - Customer Service Symposium

Population

Date limite: 21 mai 2025

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| Type:                                 | Workshop  |
| Emplacement:                          | Durban, South Africa  |
| Date:                                 | 21 mai 2025 to 23 mai 2025  |
| Durée:                                | 3 Days  |
| Zone du programme:                    | Decentralize Cooperation Programme  |
| Site internet:                        | <a href="https://unitar.org/about/offices-training-centres-around-world/cifal-durban">https://unitar.org/about/offices-training-centres-around-world/cifal-durban</a> |
| Prix:                                 | 0.00 \$US   |
| Personne de référence de l'événement: | Mpilo.Ngubane@durban.gov.za   |
| Partenariat:                          | CIFAL Durban, , eThekweni Municipality, , SALGA, , COGTA Durban   |

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### ARRIÈRE PLAN

Customer Service Symposium – addressed front-line service delivery, complaint handling, and enhancing public satisfaction with municipal services.

## OBJECTIFS D'APPRENTISSAGE

### **Customer Service Symposium**

- Define service excellence in a public sector context.
- Apply principles of professionalism and responsiveness.
- Handle public complaints and conflict effectively.
- Foster a culture of accountability and respect toward residents.

## CONTENU ET STRUCTURE

### **Customer Service Symposium**

Content:

- Principles of effective public service and the Batho Pele framework
- Understanding community needs and improving responsiveness
- Designing citizen-centric service systems
- Strategies for managing complaints and difficult customer interactions
- Digital service delivery and the role of technology in customer service
- Measuring service satisfaction and using feedback for improvement
- Case studies of successful customer service innovations in municipalities

## MÉTHODOLOGIE

The course is offered in Synchronous learning:

- Presentations and Interactive lectures online and face-to-face.
- . Participate in real-time, interactive training sessions led by subject matter experts.

## AUDIENCE VISÉE

Municipal Officials, Provincial and National Government officials, Private Sector, Local Business, Local authorities