Unitar Online Catalogue

CIFAL Durban - Customer Service Symposium

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□□□□ : 21 5□ 2025

□□ :	Workshop
□□ :	Durban, South Africa
□□ :	21 5□ 2025 to 23 5□ 2025
□□ :	3 Days
□□□□ :	Decentralize Cooperation Programme
□□ :	https://unitar.org/about/offices-training-centres-around-world/cifal-durban
□□ :	US$0.00
□□□□□ email:	Mpilo.Ngubane@durban.gov.za
□□ :	CIFAL Durban, , eThekwini Municipality, , SALGA, , COGTA Durban

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

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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.

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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

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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.

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