



# National Local Government Customer Service Network Inc

Learning and Development Program

## Customer Service Strategy Preparation for Amalgamation

To reserve your places, please book at <http://www.csnetwork.org.au/ourevents/2014-events/>.

The Network is subsidising this event for our members.

### Event Duration

1 day

### Date

18 March 2015 9am - 3pm

### Fee

Members: \$110 pp

Non-Members: \$330 pp

### Venue

Novus@ Barnwell Park Golf Club  
551 Lyons Road West  
Five Dock 2046

### Enquiries

[events@csnetwork.org.au](mailto:events@csnetwork.org.au)

**BOOK NOW**

The 'Customer Service Strategy Preparation for Amalgamation' one day workshop within our NSW 'Fit for the Future' series, provides tactics to review and prepare a Customer Service Strategy which will also enable fluidity for change.

### Workshop elements include:

- Components of a Customer Service Strategy
- The benefits operationally and externally
- Emerging themes
- Developing a framework
- Research, analysis and collaboration
- Achieving buy-in and endorsement
- Performance Monitoring
- Adaptability of the Strategy to change

Numbers are strictly limited, so we encourage you to reserve your place now.

### Presenter: Carol Lewis-Founder The Human Equation

The Human Equation is a specialist organisational development and HR consultancy firm who provide a range of programs and services to maximise performance and processes.

They work with successful organisations throughout Australia, providing specialised services from supported recruitment and training to helping you achieve your business agenda when complex and difficult decisions are required involving organisational change.

NSW  
Fit for  
the Future  
Workshop  
Series

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