

TAMARA K FAY TRAINING LLC

PUBLIC SECTOR TRAINING SERIES

Customer Service Series

The Customer Service Series is designed for front line municipal employees. Individuals who interact with residents, contractors and co-workers on the phone or in the community will learn new ways to approach customers more effectively and professionally. The series can be adapted for management level personnel.

This 12-hour customizable program is divided into four 3-hour sessions which must be completed in sequence as each module will build on to the other.

An action plan will be completed by participants upon completion of each module. The action plans will be used during a 90-day follow up session to help assure that participants are effectively using the skills learned during the workshop on-the-job. See other side for more information about this session.

Module 1: Establishing Guidelines for Workplace Success

- Review the Code of Ethics for the municipality.
- Discuss the importance the mission statement has on service/ image within the community.
- Establish performance standards for which village employees will be held accountable.
- Use this information to define expectations and criteria for professional behavior within the municipality.
- Learn how to adapt these expectations to various situations, styles, and positions within the village.
- Write your own performance goals to meet these expectations.

Module 2: Developing Effective Interpersonal Communication Skills

- Discuss the importance effective interpersonal communication skills have in the workplace today.

- Identify communication techniques that get results with the public and co-workers.
- Understand the effects perception has in the communication process.
- Learn the difference of constructive vs. destructive communications using real situations.
- Review the elements of active listening.
- Gain an understanding of the impact these techniques have on communicating in a multi-generational workplace.
- Consider how effective communication skills affect many aspects of jobs.

Module 3: Understanding Customer Service in the Public Sector

- Consider current challenges for providing quality service in the public sector.

- Discuss the importance of ongoing relationships between local government and its customers.
- Practice skills for providing quality customer service through face-to-face interaction, e-mail correspondence, and the phone.

Module 4: Managing Angry Residents and Difficult People

- Review the techniques and guidelines for improving your conflict management style using real situations.
- Study the five steps to successful conflict management, approaches to conflict resolutions and guidelines to working with difficult people.
- Focus in on how to facilitate conflict discussion and resolution.
- Practice conflict managing techniques using real situations within your municipality.

Facilitation and Customization

- Participants receive a workbook which is used throughout the workshop.
- Principles and skills are presented in a lecture and discussion format.
- Small group exercises are used to help demonstrate and reinforce the material.
- Role play is used to practice new skills.
- Participants complete action plans for each module to be implemented on the job.

This series can be customized to meet the specific needs of any municipality. The process starts with a needs analysis. The program is then tailored so that participants have an understanding of the municipality's mission statement and management policies. A pilot program to management is recommended to ensure that all the necessary components are in place prior to introducing these concepts and standards to trainees. Pricing depends on the amount of customization. Travel expenses, the needs analysis and the pilot program are not included in this pricing.

Public Sector Training Series

Since 2004, Tamara K Fay Training has worked with municipalities and other public sector organizations to develop and facilitate professional development workshops which can be adapted as individual modules or a complete series to meet specific situations and needs.

Types of training offered include:

- Supervisory Training
- Leadership Development
- Team Building Skills
- Performance Management Skills
- Selection Interviewing Skills

DISC® Behavioral assessment tools can be used in any of these workshops.

Illinois clients include the Village of Glenview, Village of Park Ridge, City of Rolling Meadow, City of Wheaton, Illinois Action for Children, and Central State Services.

90-Day Follow Up

The 90-day follow up is used to ensure that knowledge and skills gained through the four training modules are retained and utilized effectively.

Participants complete an action plan upon completion of each module. During the follow up session, the facilitator will work with the participants in small groups to discuss their progress, provide feedback, and help them develop plans to continue using the skills in their jobs.

Once the follow-up session is completed, it is strongly recommended that the participants' supervisors develop performance goals to ensure their continued development and application of their working knowledge and skills.

Assessment Tools

This series may utilize the DISC® Classic personality assessment tool by In-scape Publishing. Participants are responsible for taking a short self-assessment online before attending the workshop. A detailed report of the results will be given to the participants during their session.

The report offers personalized feedback that will assist the participants in understanding the strengths and challenges of their behavioral style, as well as how and why other people may have different but equally valid preferences.

Discussions of results are tailored to fit the subject matter of the specific workshop.

About Tamara Fay



Tamara Fay specializes in providing solutions for companies dealing with organizational and training issues. Numerous corporations and small businesses

have experienced tangible results from utilizing her training and consulting services.

Tamara's career is built on a solid foundation of service industry management, spans over twenty years, and continues to evolve and expand with the needs of the marketplace and her clientele.

Tamara's strength is in creating a positive, interactive and highly effective learning environment. She has been described as knowledgeable, thorough and ener-

getic. As a facilitator, she empowers people to realize their potential and take responsibility for their own career development and growth. She helps workshop participants recognize the worth of their experiences, values, interests, and skills in the workplace, and she equips them with the tools to achieve success by choice rather than chance.

Workshop attendees can expect to be actively involved in the learning experience. Tamara utilizes her training expertise and management experience to create real-life scenarios for discussion and role play in each workshop. She engages her audience in enthusiastic participation.

Tamara K Fay Training LLC currently offers training and consulting services in Management Develop-

ment, Customer Service, and Career Services in business and academic settings. Tamara works with a variety of audiences—from line supervisors and support staff to senior management, and industries—in manufacturing, municipalities, healthcare, entertainment, and more.

Clients include McDonald's Corporation, 3M Corporation, American Academy of Pediatrics, Kraft Foods, Clear Channel Outdoors, Calamos Investments, The Morton Arboretum, MET Therapy Services, Inc., College of DuPage, North Central College, and DePaul University, among others.

Tamara holds a Bachelor of Science in Liberal Arts from Bradley University and is a member of the National Association of Professional Women.