



NIPAM
NAMIBIA INSTITUTE OF PUBLIC
ADMINISTRATION AND MANAGEMENT

Short Course

Customer Care

NIPAM



Customer Care

This course is designed to develop the necessary skills for success as a customer service provider. The course examines various service situations and develops an attitude of superior customer service which is critical to success in all organizations.

As a customer, you have been participating in customer service activities for many years and are the most important element in the customer service process. With growing access to information and alternative products, customers can choose where to do business based on the level of service they receive. Total customer satisfaction is not just a buzz phrase; it is a way of life that companies are adopting in order to gain and maintain market share. The world is full of “customers”; profit and for non-profit organizations’ failure to properly handle them may be the demise of your business.

Course Learning Outcomes

By the end of the course, participants should be able to:

- Establish and maintain standards of good customer service
- Explain customer service in relation to internal & external customers
- Recognise how one’s attitude affects service standards
- Master ways to develop & maintain a positive, customer focused, attitude
- Develop needs analysis techniques to better address customer needs
- Apply outstanding customer service techniques to generate return for business
- Practice techniques for developing good will through in-person customer service
- Formulate take away techniques for service excellence over the phone
- Gain insight to connecting with customers online
- Master techniques for dealing with difficult customers

Course Content

The content of this course are as follows:

1. **Public Service Customer Service Charter**
2. **Standards of Good Customer Service**
3. **Professional Behavior (The Image of the Office, Making First Impressions, Personal Appearance, Receiving Visitors, and Dealing with Difficult Customers)**
4. **Identifying and Addressing Customer Needs**
5. **Competence focusing on Role Clarity and World View**
6. **Responsibility and Ownership**
7. **Follow Through (Getting other to Perform, Superior service, Getting feedback)**
8. **Personal Effectiveness (Maximizing telephone and email etiquette).**



Dates

29 January - 02 February 2018
12 - 16 February 2018

Venue

NIPAM Campus, Windhoek, Khomas Region, Namibia

Entry Requirements

Applicants must be appointed officials in central, regional and local government and State Owned Enterprises.

Duration

The course consists of three core modules which are offered over a period of five days.

Cost

N\$ 3,650.00 per person (for participation and learning materials only)

Contact Details

Mr. Katoole Ipinge
Manager: Business Development
Tel: 061 2964798
E-mail: kipinge@nipam.na

Ms. Ester Paulus
Manager: Communications
Tel: 061 296 4801
Email: epaulus@nipam.na





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