

Public Service Quality

General Objectives:

At the end of the course, professionals are able to:

- Recognize the behaviors that promote an image of institutional excellence and personal
- Understand and construct a response to meet the citizens' expectations
- Recognize and practice a benchmark for service excellence
- Identify critical situations of care and adopt the appropriate behaviors
- Know how to work in a team
- Know share their experiences and difficulties
- Know how to adapt behavior to different relational situations
- Take decisions autonomously and satisfactory

Hours:

35 Hours

Program Contents:

1 - The care organizations in public administration

- My expectations and the expectations of citizens
- The culture of Public Administration

2 - Customer Service

- The attendant responsibilities in serving the citizen
- Raising awareness of irreproachable professional image
- Technical host that positively impact
- Grasping behaviors adjusted to the professional service and the key issues to be addressed at the point of care
- Raising awareness of the importance of interpersonal relationships between colleagues and hierarchy
- Technical care for every moment of interaction
- Know the different stages of the process of care
- Identify the best care techniques for each moment of interaction
- Communication skills for each moment of interaction
- Reflect on communication techniques that facilitate dialogue with the caller
- To apply the best communication techniques according to the situations
- Technical interaction for each citizen profile
- To recognize the different national profiles
- Identify desirable behaviors attendant for each profile
- Management of difficult situations
- Know how to use acting techniques in difficult communication situations
- Know seize the opportunities in difficult situations

3 - Code and standards of service of conduct

- Understanding and enhancing the image of each organization;
- Recognizing the factors which contribute to an image and correct posture;
- Know the rules and guidelines of the body in the general presentation, posture, clothing and image of the spaces;
- Identify the attitudes and behaviors more appropriate and adjusted to the organization's objectives to achieve excellence