

Law Enforcement Customer Service Survival Skills Workshop

Training Objectives

Participants will learn ways to look at law enforcement customer service as making work more effective, efficient, safer, and more enjoyable. They will identify and discuss services, benefits, and customers unique to law enforcement and learn attitudes and language that improve customer satisfaction. Participants will learn skills for managing customers who are difficult to please and practice what they have learned.

★ **Communications**

★ **How you say it means more than what you say**

★ **The Show: Cast & Crew**

★ **The person in front of you is your customer**

★ **Unique Law Enforcement Services, their Benefits, and Customers**



★ **The Show**

★ **Key Concept: You serve people**

★ **Collective Goods**

★ **The Customer Is Always Right & is Your Guest**

★ **Cast & Crew**

★ **Graciousness**

★ **Active Listening**

★ **Personal touch**

★ **Electronic Communication & Phone Skills**

★ **Guests**

★ **Everyone is a Very Important Person**

★ **Happy guests**

★ **Language to keep Customers Happy**

★ **Angry guests**

★ **Confused guests**

★ **Demanding guests**

★ **If the Customer is...Then You Are...**

★ **Intoxicated Guests**

★ **Elderly Guests**

★ **Conflict Skills**

★ **Practice: Consider these law enforcement customer service challenges**

★ **Email Skills**

★ **Groups of customers**

★ **Unpredictable guest behavior**

★ **Violence prevention**

★ **Complaints**

★ **Chain of Command: Your Boss as a Customer**

Training is 3 hours long and best for groups of 20 or less to promote participation.

Dovetail Employee Assistance Program

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