

Customer Service & Conflict Resolution Essentials for Government

29 Jun | Online

Create positive change in your organisation and community by proactively solving issues before they arise

- Deep dive into the holistic customer experience and how to maintain a customer-centric mindset
- Manage, de-escalate and resolve difficult situations and conflicts
- Expand your communication skills to increase engagement and rapport
- Build trusting relationships externally and see how this can reflect internally

THE AGENDA

Workshop

29 Jun | 9:00 - 4:30

- Introduction to customer experience
- Communication skills for customer service
- Customer relationship management
- Handling conflict, complaints and difficult situations

YOUR FACILITATOR

As Practice Support Manager at Queensland Law Society in Brisbane Giles introduced a client service component to the Society's practice management course for practice principals – a first in Australia. Prior to that, at the Law Society of England & Wales he managed Lexcel, a client-service focused quality scheme that led to a 30% reduction in complaints against accredited law practices. As a speaker and facilitator, Giles is known for his engaging style and practical, relevant content.



Giles Watson
Director
CX Training

GROUP DISCOUNTS

3 - 4 Attendees

10%

5 - 7 Attendees

15%

8 - 9 Attendees

20%

10+ Attendees

25%

BOOK NOW AND SAVE

Rapid Action

Save \$500

Ends 22 Mar

Value Plus

Save \$300

Ends 6 Apr

Super Saver

Save \$200

Ends 28 Apr

Early Bird

Save \$100

Ends 24 May

Registration Information

Organisation Name

Address Suburb State Postcode

Booking Contact Information

Title Full Name Position Email Phone

Delegate Information

#	Title	Full Name or TBA	Position	Email
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Pricing

Ends 22 Mar	Ends 6 Apr	Ends 28 Apr	Ends 24 May	Standard Rate
Rapid Action Save \$500	Value Plus Save \$300	Super Saver Save \$200	Early Bird Save \$100	
\$995 +gst = \$1094.50	\$1195 +gst = \$1314.50	\$1295 +gst = \$1424.50	\$1395 +gst = \$1534.50	\$1495 +gst = \$1644.50
GROUP DISCOUNTS	3 - 4 attendees 10%	5 - 7 attendees 15%	8 - 9 attendees 20%	10+ attendees 25%
			No. of Attendees	Total incl. GST

Conditions: Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Rapid Action, Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts. Note: All prices listed in Australian Dollars. Course materials included. Registration Options are per person only.

Payment Details

Payment is required prior to attending this event

Credit Card

Cheque (payable to Liquid Learning Group Pty Ltd)

Electronic Funds Transfer

Please invoice me:

Purchase Order No. #

Credit Card Details - Please charge my credit card for this registration:

Card Type Visa MasterCard American Express

Note: 2% surcharge applies to American Express payments

Card Number Expiry

CVV Full Name as on card

Cardholder's Contact Number

Signature

X

Electronic Funds Transfer (EFT)

Please transfer funds directly to:
Westpac Account Name: Liquid Learning Group Pty Ltd
BSB: 032 002
Account No: 407 273
SWIFT Code: WPACAU2S

Amount

Please quote ref CSFG0623A - O and registrant name

Authority

Authorising Manager's Details: This registration is invalid without a signature

Name	Position	Phone	Signature	Date
			X	

Email this form to: registration@liquidlearning.com.au or Call us on: +61 2 8239 9711

Registration Policy If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible. Alternatively, you may transfer your registration to another event run by Liquid Learning Group Pty Ltd. A 10% service fee may apply. By confirming your registration you commit to pay the registration investment in full. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued valid for use towards any future event held by Liquid Learning Group Pty Ltd in the twelve months following the date of issuance. Cancellation notifications received less than 14 days from the event running will receive a credit note to the value of the registration fee less a service fee of \$400 plus GST. Liquid Learning Group Pty Ltd does not provide refunds for cancellation. If your invoice is yet to be paid and you wish to cancel, payment must be processed and a credit note will be issued following receipt. The prices above are based on one person per registration. It is not possible for multiple people to attend within any day of the event on a single registration. Split tickets, i.e. a different person attending each day of the event, can be arranged. A fee will apply. Please call us for details.

Liquid Learning Group Pty Ltd takes all care to produce high quality events that deliver as promised. All advertised details are correct at time of publishing. However, when circumstances beyond our control prevail, we reserve the right to change program content, facilitators or venues. We also reserve the right to cancel, reschedule or alter event delivery from physical to virtual if circumstances arise whereby performance of the event is no longer feasible or legal. Liquid Learning Group Pty Ltd will not be responsible for any loss or damage arising from any changes to, cancellation, or rescheduling of an event. If an event is cancelled or rescheduled, Liquid Learning Group Pty Ltd will make every effort to contact every registered delegate. If an event is cancelled or you are unable to attend the rescheduled event you will be issued with a credit note valid for use towards any future Liquid Learning Group Pty Ltd event held in the twelve months following date of issuance.

Disclaimer Liquid Learning Group Pty Ltd has taken due care in selecting qualified professionals as its authors and course facilitators. The information provided by course facilitators is not produced by Liquid Learning Group Pty Ltd and should not be regarded as advice. Liquid Learning Group Pty Ltd

accepts no responsibility for reliance on such information and recommends that its clients seek further professional advice.

Privacy Statement Liquid Learning Group Pty Ltd is committed to your privacy. All information collected on this registration will be held in the strictest of confidence and in accordance with the Privacy Act 1988. Liquid Learning Group Pty Ltd will add your information to a secure database. This will be used primarily to contact you for ongoing research, product development and notice of future events and services offered by Liquid Learning Group Pty Ltd. Occasionally you may receive information from organisations associated with Liquid Learning Group Pty Ltd. If you do not wish to receive such information please advise a Liquid Learning representative.

To update or have your details deleted please advise our Database team at Liquid Learning Group Pty Ltd, Level 9, 80 Clarence Street, Sydney NSW 2000, PH: +61 2 8239 9700, email: database@liquidlearning.com.au

© 2023 Liquid Learning Group Pty Ltd ACN 108 415 354