



### CIFAL Durban - Customer Service Symposium

#### Personas

Plazo: 21 Mayo 2025

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Tipo:	Workshop
Ubicación:	Durban, South Africa
Fecha:	21 Mayo 2025 to 23 Mayo 2025
Duración:	3 Days
Área del programa:	Decentralize Cooperation Programme
Sitio web:	<a href="https://unitar.org/about/offices-training-centres-around-world/cifal-durban">https://unitar.org/about/offices-training-centres-around-world/cifal-durban</a>
Precio:	0,00 US\$
Correo Electrónico del Centro de Coordinación del Evento:	Mpilo.Ngubane@durban.gov.za
Colaboración:	CIFAL Durban, , eThekweni Municipality, , SALGA, , COGTA Durban

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#### ANTECEDENTES

Customer Service Symposium – addressed front-line service delivery, complaint handling, and enhancing public satisfaction with municipal services.

## OBJETIVOS DEL APRENDIZAJE

### Customer Service Symposium

- Define service excellence in a public sector context.
- Apply principles of professionalism and responsiveness.
- Handle public complaints and conflict effectively.
- Foster a culture of accountability and respect toward residents.

## CONTENIDO Y ESTRUCTURA

### Customer Service Symposium

Content:

- Principles of effective public service and the Batho Pele framework
- Understanding community needs and improving responsiveness
- Designing citizen-centric service systems
- Strategies for managing complaints and difficult customer interactions
- Digital service delivery and the role of technology in customer service
- Measuring service satisfaction and using feedback for improvement
- Case studies of successful customer service innovations in municipalities

## METODOLOGÍA

The course is offered in Synchronous learning:

- Presentations and Interactive lectures online and face-to-face.
- . Participate in real-time, interactive training sessions led by subject matter experts.

## PÚBLICO OBJETIVO

Municipal Officials, Provincial and National Government officials, Private Sector, Local Business, Local authorities