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United Nations Institute for Training and Research

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CIFAL Durban - Customer Service Symposium

People

Deadline: 21 May 2025

Type:	Workshop
Location:	Durban, South Africa
Date:	21 May 2025 to 23 May 2025
Duration:	3 Days
Programme Area:	Decentralize Cooperation Programme
Website:	https://unitar.org/about/offices-training-centres-around-world/cifal-durban
Price:	\$0.00
Event Focal Point Email:	Mpilo.Ngubane@durban.gov.za
Partnership:	CIFAL Durban, , eThekweni Municipality, , SALGA, , COGTA Durban

BACKGROUND

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

LEARNING OBJECTIVES

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.

CONTENT AND STRUCTURE

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

METHODOLOGY

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.

TARGETED AUDIENCE

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