

The Rogue Valley Public Service Academy

Presents a Special Training Opportunity...

The Best of Customer Service in the Public Sector

There are some unique differences and challenges in providing customer service in an environment of laws, codes, ordinances, policies, and taxes. This course takes the best principles and practices of customer service and packs them into an invaluable one-day session. At the end of this course, you will have attained practical skills that will allow you to create a high-performance action plan for yourself and your team that gets results. You will see the number of citizen, resident, and co-worker complaints dwindle and the compliments increase.



This training is presented by Brian Muir, Principal of the James Madison Group. Brian earned his Masters of Public Administration from Brigham Young University and has developed over 180 local government teams and over 12,000 employees. He has researched the unique problems facing government agencies in providing services to the citizens, residents, and businesses of their communities and has developed solid, proven methods that achieve exceptional customer service.

NOTE: The cost of this course includes a bag lunch. Attendees will be contacted prior to the day of the training to place lunch orders.

DATE & TIME

Tuesday, October 10, 2017

8:00 a.m. to 4:30 p.m.

COST & LOCATION

\$115 per person

Rogue Valley Council of Governments
155 N. First Street, Central Point

Attendee Information

Name	
Name (2)	
Name (3)	
Name (4)	
Organization	
Address	
City, State	
Zip Code	
Main Contact	
E-mail	
Phone	

Registration Fees

Cost per person	
X Number Attendees	
Total Due	

Payment Method

Check payable to RVCOG
CK #

Purchase Order
PO #

Refund/Cancellation Policy:

Registration fees will be refunded with at least 7 days notice prior to session.

Submit by E-mail

Or fax to: (541) 664-7927

Within two weeks of training, call to confirm availability.

Administered by the Rogue Valley Council of Governments
PO Box 3275, Central Point, OR 97502 Tel: 541-664-6674
Academy Liaison: Donovan Edwards, dedwards@rvcog.org



**Rogue Valley
Public Service Academy**

Visit www.rvcog.org for further information on RVPSA and other course offerings.