

The Customer's Shepherd Project

6 Hours – Road Scholar Credits

May 2, 2023 (Tuesday) | **9:00 a.m. – 4:00 p.m. CT**
City of Mandan Public Works Building, 411 6th Ave SW Mandan, ND

Registration Fee: \$25 (includes lunch & refreshment breaks)
Registration Deadline: April 20, 2023

The book, *Legendary Service*, will provide the foundational base for this course. The focus will be on how to deliver exceptional service to both internal and external clients. How do you provide exceptional service to all faces of the public, including those who are happy, sad, mean, mad, yelling, complimentary? How do you turn a defensive approach to a solution-focused, consensus-building approach? How do you become the smiley face that you meet at the front door or on the street or road? Instructors from the private sector and from state and local government will share their secrets.



Training Objectives:

- Provide tools to achieve rewarding customer service
- Best practices for customer service – what to do and not to do
- Neutral to happy customers
- Learn what your elevator pitch is for your organization
- Customer service in the social media world
- Techniques to build relationships with your customers

TARGET AUDIENCE: All county, city, state and tribal operators and also to include office personnel.

INSTRUCTORS:

 <p>Jody Jones, NDLTAP Administrative Technician. Jody's number ONE priority is ensuring service is met with a smile and a greeting to everyone she meets. Her 18-year career path with concrete product companies has honed her skills in logistics, marketing, engineering quotes, plan production, scheduling, transport coordination, and dispatch. Jody's dedication in building and fostering relationships with colleagues is the secret to her career success.</p>	 <p>Mitch Bitz has been the public works director for the City of Mandan, since 2018. Bitz was the former battalion chief for the fire department. Mitch has been employed with the City since 2001. In his new role, he will oversee the street department, landfill, forestry department, and utility department. Mitch is a long-time student of life. Mitch says "I try to embrace learning from my own mistakes as well as learning from other leaders, good and bad."</p>	 <p>Kari Nehls, Branch Office Administrator and Project Manager Assistant at Moore Engineering, strives to make everyone she interacts with feel valued as a person by getting to know their interests, strengths, and needs. Previously an educator for 15 years, Kari has learned to focus on building relationships, being prepared, acting with intention, and communicating early and often as ways to not only meet, but to exceed the expectations of others.</p>
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SME's Nicole Peske, NDDOT Communications Director; **John Saiki**, Morton County Highway Engineer

For questions about this event contact NDLTAP @ 701-328-9855 ndltap@ugpti.org