# ****Example Training Program: Customer Service****

**Customer Service Training for Court Staff**

**Introduction**

Having run many Trainer of Trainers Workshops a topic that is often presented by participants is ‘Customer Service for Court Staff’. A resource has been created that may be useful for your court; a one day training program on ‘Customer Service for Court Staff’.

The accompanying files/resources have been developed to enable you to deliver this one-day training program:

**A – Read First – Instructions and Daily Plan**

• An Introduction to Resources

• Daily Plan ‘Customer Service for Court Staff’

**B – Pre and Post Training Questionnaires**

• Pre-training Questionnaire

• Post-training Questionnaire

**C – Session Plans**

• Session 1: Who is a customer and how do we deal with them?

• Session 2: Communicating with customers.

• Session 3: Delivering a service

• Session 4: When things go wrong

**D – PowerPoint Presentations**

• Session 1: Who is a customer and how do we deal with them?

• Session 2: Communicating with customers.

• Session 3: Delivering a service

• Session 4: When things go wrong

**E – Jeopardy Style Quiz**

• Customer Service ‘Jeopardy’ Questions and Answers

**A – Read First – Instructions and Daily Plan**

**How to use this resource**

The training program has been designed for you. Before you deliver this program you would need to ascertain that Customer Service Training was required by your court. You would do this by conducting a Training Needs Analysis (TNA). *See* ***page 6*** *of the Trainers Toolkit and* ***Annex 1 and 2****.*

It is important that you look closely at the resource that has been provided to you and that you customise the resource for your court. You are able to change any of the resources provided to suit the needs of your court and you are encouraged to do so.

**Daily Plan**

A one day training program has been prepared for you. This includes times, learning objective, learning outcomes, teaching methodologies and resources. You just need to insert where the training will be held, the date and the details of the facilitator(s) for each training session. You will remember that the Daily Plan is for the benefit of the participants. You will hand this out to participants at the beginning of the training. This will provide them with an outline of the day.

**Extract from the *PJSI Training-of-Trainer’s Toolkit*, 2020**.

The full Toolkit is available here: <https://www.fedcourt.gov.au/pjsi/resources/toolkits>