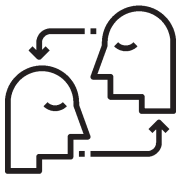
Community Development *Essentials*

Delivering community services can be rewarding and heartbreaking on a daily basis. This course pivots around delivering the best possible service. This breakthrough course also examines the customer's experience with your service. Previous participants have been surprised how strategic changes in the customer's experience can dramatically impact the value derived from the service.

Active Listening

Do you remember the song? *A spoonful of sugar helps the medicine go down.* Well a spoonful of listening helps the message get through. People mistakenly think that hearing and listening are the same. They are not. Listening takes a lot more effort but it helps uncover stated and unstated needs. Active listening is critical to developing community services.



Empathy

Empathy has a very important role to play within community services. Empathy builds connection. Empathy is a proven communication strategy. Empathy helps you to walk in the shoes of the community. It also expands the zone of tolerance when the service underdelivers or fails altogether.

Setting Expectations

It's important to set realistic expectations. It's crucial to clarify and reset unrealistic expectations. Disappointment sets in when expectations are not met. But its quite easy to reset unrealistic expectations, Traditionally community services people tend to overstate the service. Another big error is making a promise that will get lost in the system and doesn't eventuate.

Knowledge Management

Too many community projects start from scratch. But there will be lots of knowledge at hand if you look around. Discover how to unlock key information that will help deliver the best outcome for the community. Solo projects without adequate consultation are myopic and can be counterproductive

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Clarity of Instructions

Merely stating words does not ensure that the community has understood your intention. Similarly writing a letter or email of instructions does not mean the receiver will understand your message. So you need to check for understanding, During the checking for understanding you'll be able to clarify any misunderstanding or ambiguity.

Customer-Client Service Skills

Maybe you don't want to believe that you are in customer service. Regardless, you are delivering community services and therefore you've got customers or clients. Most of Australia is now employed in service-based organisations. And delivering services requires some specific skills. Discover the customer/client service skills that are critical within community services.

Positive Experiences

Although it may sound farfetched, the customer's experience is proven to impact on their perception of the service. You'll be surprised how minor changes to the experience can lead to giant changes in satisfaction surveys. If you have NDIA customers, the customer experience is a proven retention driver.

Case Management

Participants discover some project management skills to improve the quality and timing of care services. This will lead to improvements in assessing treatments, liaising with the community and evaluating the quality of the services received. Project management skills will help keep services on time and on budget.

Delivering the best possible service.

NUTS & BOLTS

Would you like to attend this program?

Venue: For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a training venue at a small additional cost

Email: Deborah at **ddear@preftrain.com.au**

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Duration: We can tailor to meet your timeframe.

Cost: Price on request.

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