

Putting



First

**TUESDAY 7 SEPTEMBER 2021,
1.30 UK TIME**

**STOP BLAMING COVID-19 FOR POOR
CUSTOMER SERVICE: LET'S DO SOMETHING
ABOUT IT! - FREE WEBINAR**

[Free webinar: 7 September 2021, 1.30 pm UK time – Register here](#)

A number of public and private sector organisations have hidden behind the pandemic to mask poor service standards and delivery. This webinar proposes achievable strategies to ensure customer confidence and satisfaction – even in these challenging and troubled times.

Thinking outside the box, using new tools and creative approaches to customer service can ensure even better outcomes in the post Covid-19 era.

The webinar will start by very briefly reviewing our understanding of customer service so that we are 'on the same page', before going on to deal with the impact of Covid-19 on service delivery.



The webinar will cover:

- Adapting the customer experience to address the pandemic
- Techniques you can use right away to deliver outstanding service irrespective of the pandemic
- Using artificial intelligence (AI) to maximum effect while you are regrouping your other delivery mechanisms
- Supporting your delivery staff during these disruptive times.

Our presenter, Clement De Souza, is the Workshop Director for our professional development workshop on the **Putting People First: Improving and prioritising customer care**, which is planned to take place in Dubai from the 11 to 15 October 2021.

Clement is a very experienced organisational development, training and human resource development consultant who specialises in change management, performance management, customer service improvement and promoting diversity for the public sector.

He is a former UK civil servant and has worked for Civil Service Learning, the National School of Government and the Metropolitan Police. Clement has wide international experience in Africa, Asia, the Caribbean and Europe.

**Putting People First Workshop
11 to 15 October 2021, Dubai**

This workshop is an opportunity for you to enhance your current knowledge and skills of customer service issues and to introduce you to new models and techniques, which will greatly enhance customer delivery improvement within your organisation.

Brochure

