

STAY  
CASE  
KEY

“ overall performance  
is up ”



**tasman**  
district council



KIWIHOST

## BACKGROUND

Coping with Civil Defence Emergencies, calls from ratepayers who want to know what's on at the movies and some other types of calls it wouldn't be appropriate to mention, are just some examples that Tasman District Council customer services staff have to deal with. That combined with dealing with 'hostage customers,' mean the demands placed on them to maintain their level of professionalism are extraordinary.

Customer Services Manager, Suzanne Westley, says "There is only the council, and for some people that is frustrating, and for that reason our team has to perform far and beyond the call of duty. That's why we decided to call in KiwiHost for some advanced telephone skills training, so we could maintain our very high standards."

**Date February 2010**

**Course Professional Telephone Skills**

**Participants 22**

***"They are trying new things and there's a definite improvement in their listening skills. Overall performance is up."***

***Suzanne Westley***  
*Customer Services Manager*

## SOLUTION

Tasman District Council wanted their entire customer services team to receive an advanced level of telephone skills training. After discussing their requirements with KiwiHost, background work began in January, with training conducted in February 2010.

In order to understand their business properly, a KiwiHost representative met with Suzanne and the other 22 staff in the customer services team. We were able to establish what their requirements were before the training began and deliver specifically to those needs in the training room. "They targeted our needs & listened to what we had to say."

The training was based primarily around our recently developed Professional Telephone Skills workshop, which incorporates a module on handling challenging callers, and was modified to better represent the specific requirements of the council, by adapting the examples & scenarios throughout the workshop.

***"My team's feedback was that KiwiHost presented a wonderfully clear and practical message, which was useful. People liked the positive, 'can do' language. We also liked KiwiHost's training on how to use open and closed ended questions."***

***"KiwiHost got us analysing our own performance and our own values."***

**The Customer Services Team is now on the phones using the skills that they have learnt during the workshops.**

## BENEFITS