



# The Moray Council

## *Course Descriptor*

### **Moray Management Methods: Customer Care**

#### **Overview**

This session will help managers ensure their services and staff operate and behave with a strong focus on customer care in accordance with council policy.

#### **What will it Cover?**

On completion of the session participants will be able to:

- Demonstrate good awareness of corporate customer care standards and general good practice;
- Ensure staff know and consistently apply corporate customer care standards and general best practice;
- Actively seek customer feedback using where applicable National Standards of Engagement;
- Regularly (at least annually) analyse feedback, identify potential improvements and implement where feasible and affordable;
- Respond appreciatively, constructively and consistent with policy to complaints and use alongside solicited feedback to drive improvement.

#### **Who Should Attend**

Presentations will focus on tasks and responsibilities at tiers 2, 3 and '4' (e.g., team managers, section heads, lead practitioners).

Junior supervisors (some team leaders, senior clerical...) should consider customer care courses in the standard corporate calendar, e.g., *Customer Excellence*.

#### **Further learning opportunities to consider**

Other MMM topics

**Courses may be rescheduled if there are too few nominees.**