



**National
Local Government
Customer Service
Network Inc**

Tasmanian Chapter Workshop Agenda

	TIME	ACTIVITY	SPEAKER
Event Duration 1 day Date Thursday 4 th April 2019 9.30 – 3.00 Venue The Grange, Campbell Town 4a Commonwealth Lane, Campbell Town Enquiries dharvey@devonport.tas.gov.au RSVP Thursday 28 th March 2019 Please complete RSVP form and email to: dharvey@devonport.tas.gov.au	9:30am – 9:45am	Registration and Networking	
	9:45am - 10:00am	Welcome to Tasmanian Chapter	Robbie Shafe Manager Customer Services, Glenorchy City Council – Chair, Tasmanian Chapter
	10:00am – 11.15am	Customer Service and Personal Motivators <ul style="list-style-type: none"> Overview of the Six Workplace Motivators Using workplace motivators to enhance customer service experience Elements of exceptional service 	Stacey Joseph TCCI Education Specialist
	11:15am – 11:30am	Morning Tea and Networking	
	11:30am – 1:00pm	Customer Service and Personal Motivators <ul style="list-style-type: none"> Understanding others’ motivators Using motivators to influence behavior Personal Action Plan 	Stacey Joseph TCCI Education Specialist
	1:00pm – 1:45pm	Lunch and Networking	
	1:45pm – 2.00pm	Devonport City Council presentation Customer Service integration with Service Tasmania & installation of Tech One ECR module.	Danielle Harvey Customer Services Coordinator, Devonport City Council
	2:00pm – 3:00pm	General Meeting <ul style="list-style-type: none"> Apologies Confirmation of Minutes/Business Arising General Business Next Meeting 	Robbie Shafe Manager Customer Services, Glenorchy City Council – Chair, Tasmanian Chapter

Executive Committee - Office Holders

President Damien Robinson
Senior Customer Service Advisor
Blue Mountains City Council

Vice President / Secretary: Lee Wear
Customer Relations Coordinator
Camden Council

Treasurer: Pauline Webb
Senior Executive Officer
National Local Government Customer Service Network



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**RSVP
BY THURSDAY 28TH MARCH 2019
MEETING AT:
THE GRANGE MEETING AND FUNCTION CENTRE
4A COMMONWEALTH LN,
CAMPBELLTOWN**

Please register me/us for the meeting being held on Thursday 4th April 2019

Council Name:

Name(s)/
Position Title:

Phone (w):
Main Contact

Email:
Main Contact

Special Dietary Requirements:

**Please email this completed application form to Danielle Harvey (Devonport City Council)
Email: dharvey@devonport.tas.gov.au**

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