



Workshop Agenda

		Date:	14 August 2019
		Time:	9am-3pm
Workshop Title:	Beyond Service to Experience	Venue:	The Hill Shire Council
Attendance Fees	Members: Free (# based on your membership level)	Host Council:	The Hills Shire Council
	Non-Members: \$95pp incl. GST		3 Columbia Court, Norwest 2153
		Book Online	Book Online Now

TIME	ITEM AGENDA	PRESENTER
9:00am - 9:30am	Registration and networking with your peers over coffee and light refreshments	
9:30am - 9:45am	Session 1: Welcome and Overview	Damien Robinson NLGCSN President
	Opening Welcome John Dean, Group Manager Customer Services and Warwick Purdy, Manager Information and Customer Services	Michael Edgar , General Manager, The Hills Shire Council
	Session 2: Confirmation of Previous Workshop Minutes / Outstanding Items	Pauline Webb NLGCSN Senior Executive Officer
9:45am - 10:00am	Session 3: Interactive Session: Around the Grounds 'What are you celebrating/ or what are you embarking on' - your chance to share what Councils are working on/. get idea and share	National NSW Committee Members
10:00am - 10:15am	Session 4: Network welcome our new sponsor-CommScope Carl Jeffery heads up Ruckus Networks in ANZ and will presentation and share his thoughts of a myriad of so-call Smart City applications have been deployed including: Parking Systems, Smart Lighting, Garbage Bins Remote Gas, Electricity and Water metering and more	Carl Jeffreys , Australian New Zealand Country Manager, Commscope / Ruckus Networks
10:15am – 10:30am	Session 5: Annual General Meeting – Financial Year 1 July 2018 – June 30, 2019	Damien Robinson NLGCSN President
10:30am - 10:45am	Morning Tea and Networking with your peers	Group Photo
10:45am - 11:15am	Session 6: Case Study	Lisa Jennings , Senior Coordinator Customer Services, The Hills Shire Council
11:15am - 12:45pm	Session 7: Part One- Beyond Service to Experience A presentation + workshop that looks at the wider context of service + how to move beyond the baseline. Delivers a common framework for training + provokes thought. Cover the seven principles to enable councils to go beyond transactional service to a valued experience.	Peter Turner Customer Strategy Superhero Customer Frame
12:45pm - 1:15pm	Lunch and Networking with your peers	
1:15pm - 2:45pm	Session 8: Part 2 Meaningful Measurement: Starts with Customer Extending on the concepts delivered in Session One A subsequent knowledge-specific workshop designed to delve deeper into the topic of measurement . We explore the three factors behind tracking performance in a meaningful way , by using -valued metrics + reframing what is actually important We'll share the pitfalls + limitations of particular approaches – blasting away some of the 'sacred cows' roaming around Council today. Delegates leave armed with a new sense of how to refocus measurement efforts + target in on what matters most to delivering a continuous improvement cycle	Peter Turner Customer Strategy Superhero Customer Frame
2:45pm - 3:00pm	Workshop wrap up & Network update <i>See you all NLGCSN Annual Conference in October</i>	Executive Committee