



Workshop Agenda

		Date:	21 August 2019
		Time:	9am-3pm
Workshop Title:	Beyond Service to Experience	Venue:	Opal Cove Resort Coffs Harbour
Attendance Fees	Members: Free (# based on your membership level)	Host Council:	Bellingen Shire Council
	Non-Members: \$95pp incl. GST	Book Online	Book Online Now

Accommodation: Please contact Opal Cove Resort directly to organise your booking- Network rate is \$153 per room including breakfast Quote NLGCSN -res3@opalcove or phone 02 66510516

TIME	ITEM AGENDA	PRESENTER
8:30am – 9:00am	Registration and networking with your peers over coffee and light refreshments	
9:00am - 9:10am	Session 1: Welcome and Overview	Nicole Merchant
	Session 2: Confirmation of Previous Workshop Minutes	Chairperson Northern NSW Chapter
	Session 3: Outstanding Items from Previous Workshop	
9:10am - 9:45am	Session 4: Interactive Session: Around the Grounds	Nicole Merchant /Pauline Webb
9:45am - 10:00am	Session 5: Sponsor Presentation	TBA
10:00am- 10:30am	Session 6: Measuring Customer Satisfaction How to receive, measure and use real time customer feedback	Nicole Merchant Manager, Customer & Business Services Bellingen Shire Council
10:30am - 11:00am	Morning Tea and Networking with your peers	Group Photo
11:00am - 12:30am	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
12:30pm - 1:00pm	Lunch and Networking with your peers	
1:00pm - 2:30pm	Session 8 – Part Two - 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
2:30pm - 3:00pm	Workshop wrap up, Network update and Chapter Roadmap See you all NLGCSN Annual Conference in October	Nicole Merchant