Customer Service/Dispute Resolution
Department Wide Training

Systemic Design

For training to be successful, we believe that a course is part of a larger strategic improvement effort.

Design Principles

Principle 1. Design fits with whole change initiative and the specific purpose.

Principle 2. Adults are real-world, multi-channeled learners.
Their experience anchors learning.

Principle 3. Mixed groups boost perspective, help examine opinions, and
lessen resistance and distraction.

Draft Design Concepts

- Sensitivity to client expectations. Work with and solicit feedback from the committee, identified stakeholders and decision-makers throughout the development to understand requirements and decide how best to fit in to department change effort.

- Directors and role models involved in creating service model, introduction, advocacy, data collection, follow-up, occasional trainers.

- Create exposure and input to customer service change effort and help establish new "model" for department.

- Relevant, "tested" actual case studies to show typical, varied interactions. Natural groups for case studies.

Committee Strategic Questions

Cultural Change Effort

"An important strategic initiative for our department"

1. How does training fit into the big picture and any overall plan for change?

2. What might happen after this training to continue progress? And after that?

3. How involved are senior directors? Less, enough, more?

4. What is the best way to "set this up" for success?

5. What has been done, said to the department? And the impact, talk?

6. What channels of communication are being used? What's the feedback?

7. Any barriers: people, processes, budget, unwritten rules, values, timing, interest level, benefits, other critical events? Who will this turn off?

8. Has a positive model of department success been specifically articulated?

9. Any planned symbolic events signifying shifts?