



**BASED ON A SAQA registered qualification for Administrative Professionals in all Services Sectors  
SAQA ID: 7789 NQF Level 4, 8  
SAQA ID: 114226 NQF Level 4, 8 Credits**

- Promoting the Spirit of Batho Pele
- Using the Batho Pele initiative to get public servants to be service orientated, to strive for excellence in service delivery and to commit to continuous service delivery improvement
- Embracing Batho Pele as an integral part of all management activities to ensure that every management process is aimed at improved service delivery and customer satisfaction
- The four pillars of the Batho Pele revitalisation strategy
- The eight principles of Batho Pele and how to implement them within your Department.

Applying supply chain management policies and procedures within a public sector.

Policies and Procedures are the strategic link between the organisation vision, and its day-to-day operations. So why is this important to you? Simply put, well-written policies and procedures allow employees to clearly understand their roles and responsibilities within predefined limits. Basically, policies and procedures allow management to guide operations without constant management intervention.

This course is designed to help you improve your interactions with other people in your department, workplace or at home.

This workshop gives participants the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. This workshop can also help participants who are struggling to find that middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people. Participants also learn more about the elements of our communication with others that help us reveal appropriate information about ourselves, and how to get a handle on how to better manage ourselves for a professional image.

## Customer Service Training Through Batho Pele

Building positive relationships whilst providing a service can be demanding and, in sensitive situations, difficult. With the correct communication skills you can enhance your standard of customer care dramatically, and increase customer co-operation, loyalty and satisfaction.

This course is designed for those in daily contact with customers who need to provide a professional service to gain and maintain a competitive advantage. You will learn how to develop communication and customer handling skills to create and build rapport, maintain customer relationships and deal with problems. Like any skill, customer handling needs practicing, so you will be encouraged to use real-life examples from your place of work to make the exercises relevant to your job.

Understand the association between customer loyalty and customer care. View your customer as a source of revenue for your organisation and therefore the source of salaries. Distinguish your role and responsibility in building and enhancing customer loyalty and meeting customer needs and expectations. Achieve excellence in the service you provide by anticipating customer's needs and maintaining professionalism under pressure. Confidently communicate with customers and project the right image when dealing face-to-face and on the telephone. Handle complex people and challenging situations effectively. Confidently manage complaints and use feedback to build stronger relationships. Set customer service levels and evaluate performance.

- Batho Pele principles -Understanding and embracing the concept of Batho Pele
- Living Batho Pele principles
- Identification of requirements for customer care within the Department
- Eight Steps of customer care ensuring transformation
- Going the extra mile to ensure customer care and service excellence
- Skills transfer for long term sustainability
- What Project Management methods, tools and standard are.
- Define projects in the organizational structure
- Refine project organizational structure, profiles, roles and responsibilities
- Determine integrated change control procedures
- Planning Phase of a project
- Produce an integrated project management plan document.

[\*\*CLICK HERE FOR FULL COURSE  
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