

Legendary Service®

Build an Empowering Culture of Service

Deliver outstanding service to your community and stakeholders.

Every government agency understands the impact of great customer service, but few have a proven plan to create a service-oriented culture that will make a lasting positive impression on the people they serve.

You want a culture dedicated to exceptional service in which employees feel empowered to resolve issues and deliver outstanding experiences for the communities they support. It can be frustrating for leaders to see their agencies lacking a service mindset. Employees might not recognize that they serve internal colleagues as well as external constituents. When that happens, friction increases and collaboration declines.

Without training and empowerment in a service mindset, teams struggle to support one another and provide the level of care their communities deserve. Without employees equipped to go above and beyond, trust in the agency—both the public's and your employees'—can erode.

Your employees and the communities you serve deserve to feel valued in every interaction. Legendary Service® equips your team to consistently deliver exceptional service, strengthening collaboration, building public trust, and creating a dependable experience that keeps your community engaged.

Outcomes



Build Public Trust and Satisfaction



Improve Service Efficiency



Strengthen Community Engagement



Foster Collaboration across Departments



Learning Objectives

- Define a service vision aligned with public priorities
- Recognize and address community needs and expectations
- Practice skills to enhance public trust and satisfaction
- Strengthen collaboration to improve service delivery
- Develop strategies to drive continuous service excellence

The Legendary Service Model



A framework for how to deliver ideal service

Proven Formula to Build a Service-Minded Culture

When government employees are empowered to provide excellent service, they build trust and confidence within the community. Internally, teams will start collaborating more effectively, fostering innovation, and improving employee morale.

Delivering outstanding service is essential to any agency's success, but creating a service-focused culture can be challenging. By providing the right training, you can embed a service mindset across your agency and begin delivering legendary service experiences that strengthen public trust and ensure community needs are met.

Flexible Options to Meet Your Needs

In-Person In-depth Learning • Application • Practice • Action Planning

Instructor-led Training: 1-day session

Virtual In-depth Learning • Application • Practice • Action Planning

Virtual Instructor-led Training: Three 2-hour virtual sessions

Online Awareness • Application • Performance Support

Online Training: 45-min overview with Reflect and Share

Digital Assets: Set of micro-activities, including videos, interactions, and worksheets that learners can access in moments of need to support ongoing learning, performance support, reinforcement, and custom learning journeys

Connect with us:



blanchard.com
760.233.6725

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