



Derek Hendrikz Consulting Presents:

Service Excellence through Batho Pele

About the programme:

The Batho Pele Programme is based on the eight principles as set out in the White Paper on Transforming Public Service Delivery. It is designed to give participants the necessary knowledge and skills in order to support a culture of service excellence within his/her organisation.




The Workshop Mission:

On completion of the workshop the participant will have a mind-set of service excellence and be able to implement the eight 'Batho Pele' Principles at his / her workplace.

Workshop Objectives

- To be able to define service excellence within the organisation.
- Turning service delivery into service excellence.
- To transform service delivery in the Public Service.
- Implementing and integrating the eight "Batho Pele" Principles within your organisation.
- Internalising the Batho Pele Principles as a corporate value system.
- Designing of a service excellence implementation plan.

Included:

-  All programme materials and handouts.
-  Issuing of certificate on completion of programme.
-  Permanent record keeping of all results and assessments.






Training methodology:

The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own organisations, thus ensuring that the learning is anchored at their workplace. As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.






Programme:

Time:	Day 1:	Day 2:
08:00-08:30	Administrative Matters.	Open Window
08:30-10:00	Introduction to Batho Pele	Becoming customer driven through Batho Pele
10:00-10:15	<i>Convenience Break</i>	
10:15-11:45	Batho Pele in work context	Turning Service Delivery into Service Excellence
11:45-12:45	<i>Lunch</i>	
12:45-14:15	Applying and internalising the 8- Principles	A service excellence implementation plan
14:15-14:30	<i>Convenience Break</i>	
14:30-16:00	Compilation of Service Standards	Programme Review & Evaluation





Who Should Attend?

-  All Government Employees & Civil Servants.
-  Community Development Officers & Ward Councillors.
-  Senior and middle managers.
-  Supervisors working with front-lone employees as well as frontline employees.
-  Any person interested in establishing a culture of service excellence within his / her Government Department.

Day 1:***Introduction to Batho Pele***

-  The difference between customer service and service excellence – Things Have Changed!
-  Introducing the six poisons of Government Service!
-  Service Excellence – Lessons from the wild.
-  What the future citizen wants.
-  Jabu's secrets to service excellence.

Batho Pele in work context

-  Understanding the purpose and objectives of the White Paper on Transforming Public Service Delivery.
-  Relating the Batho Pele principles to own work context.
-  The impact of Batho Pele on work in the public sector.
-  Batho Pele's contribution towards effective service delivery within South Africa.

Applying and internalising the 8-Batho Pele Principles

- Putting these principles into action.
- Overcoming stumbling blocks during the implementation.
- Getting front line employees in the Batho Pele mind-set.
- Internalising the Batho Pele principles as a belief set and as organisational values.

Compilation of Service Standards

- Defining and formulising 'customer entitlement'
- Developing a service grading system
- Communicating service standards to the customer
- Engaging employees in a 'service standards' programme

Day 2:

Becoming customer driven through Batho Pele

- Creating a Batho Pele culture.
- How to give citizens the service which they deserve.
- Entering the community's world.
- Operating efficient processes.
- Making community interaction enjoyable.
- Managing community relationships.

Turing Service Delivery into Service Excellence

- Transforming Service Delivery within our organisation.
- Defining exceptional service delivery within your organisation.
- Working with difficult citizens.

Design a service excellence implementation plan

- Implementing customer service action plans.
- Becoming a landmark of excellence.
- Making the difference!

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Beyond Comparison!