



SOUTHERN ILLINOIS CRIMINAL JUSTICE TRAINING PROGRAM

Mobile Team Unit 15

Training Announcement

Name of Training			Class ID#	Course ID#
Character-Driven Customer Service			92469	68183
Date(s) of Training	Time	Hours	Location	
March 7, 2019	0830 – 1630 Hrs.	8	Effingham Police Department 110 South 3rd Street, Effingham	

Course Description

Customer service has become more problematic based on social media's influence on the public, who increasingly feels entitled to what they want—regardless of rules, regulations, or the law. The course focuses on providing service at every juncture of dealing with the public to increase trust in your police department. Specifically, it discusses:

1. The role of reciprocity and how sworn and civilian department employees must respond. Ex: taking complaints, returning the property of a crime victim, finger-printing for work requirements, taking medications for prisoners, FOIA requests, taking statements
2. External publics: Residents, business owners/their employees, church personnel, educational institutes, volunteer organizations, and all elected officials (the Mayor, City Council members), etc.
3. Internal publics: City Administrator, department heads, all employee groups.
4. Primary tenants of quality customer service: work ethic, employee attitude, employee character, and verbal and written communication skills.
5. The right brain/left brain balance of human civility and competency that greatly impacts quality customer service, and with Police Departments can equal trust.
6. Mindfulness of nonverbal and verbal citizen cultural behaviors religiously based.

Course Objectives

Participants will be able to discuss and do application exercises:

- ✓ How the public defines customer service
- ✓ The Department's expectations for employee customer service
- ✓ The significance of both courteous and competency
- ✓ The tool-box break-down of customer service competencies

Instructor

Jan Mirikitani teaches leadership principles for organizational communication competency with realistic applications. She has worked with federal, state, county, and municipal governments (primarily law enforcement) as well as corporations and school districts. Jan has been a continuing education trainer for the St. Louis County & Municipal Police Academy for nearly 30 years. She is considered a friend to law enforcement officers in every jurisdiction in which she had delivered training.

Mandates Met by This Training

- Cultural Competency
- Procedural Justice

This class is partially funded and certified by the Illinois Law Enforcement Training and Standards Board