Client Service and Service Standards Training  
August 10 – September 15, 020  
Barbados  
AGENDA  

9:30: Welcome and Introductions  
Objectives – Good Waiter/Bad Waiter  
Introduction – Client Service  
Client Service in the Courts  

10:30: 15 Minute Health Break  

10:45: Dissatisfied Clients  
Internal and External Clients  
Quality Client Service  
Establishing Rapport with the Client  
Difficult Situations  
  • Legal Advice/Procedural Advice  

1:00: 45 Minute Lunch Break  

1:45: Difficult Situations  
  • Self-Represented Litigants  
Problem Solving Techniques  
Recovery Techniques  
Client Service Reminders  

2:45: 15 Minute Health Break  

3:00: Improving Court Services with Three Changes  

3:30: Service Standards