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Canada

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

