

# LEADERSHIP AND CUSTOMER SERVICE

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Organizational Health and Development

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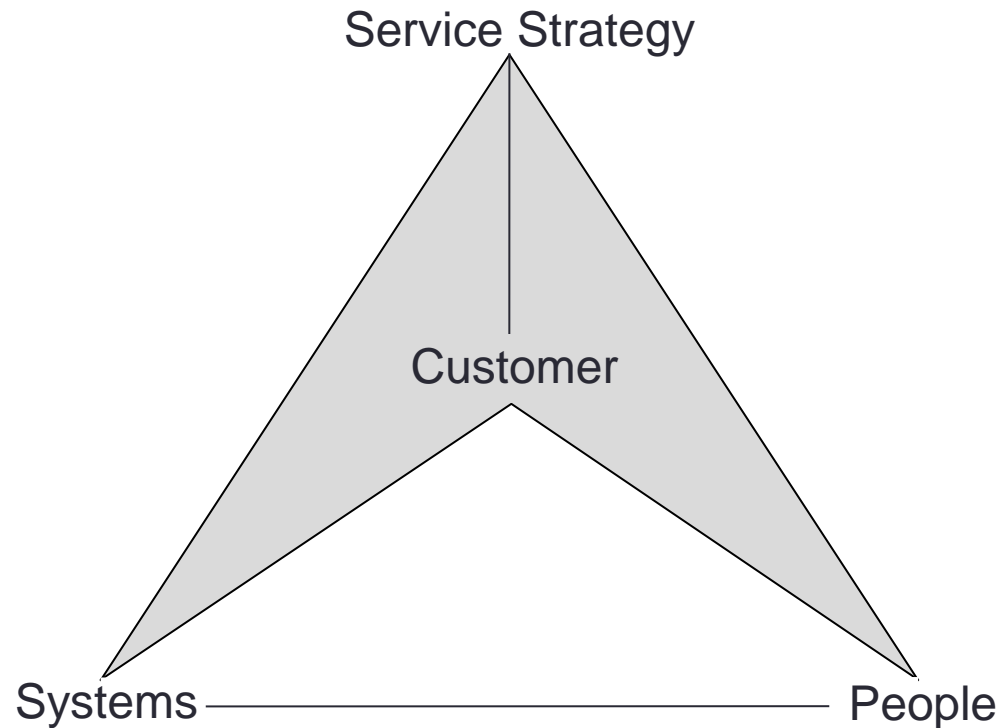
# Objectives

- Define customer service
- Identify how leaders impact customer service
- Provide tools to improve customer service in your organization

BEST CUSTOMER  
SERVICE?

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# Customer Service Triangle



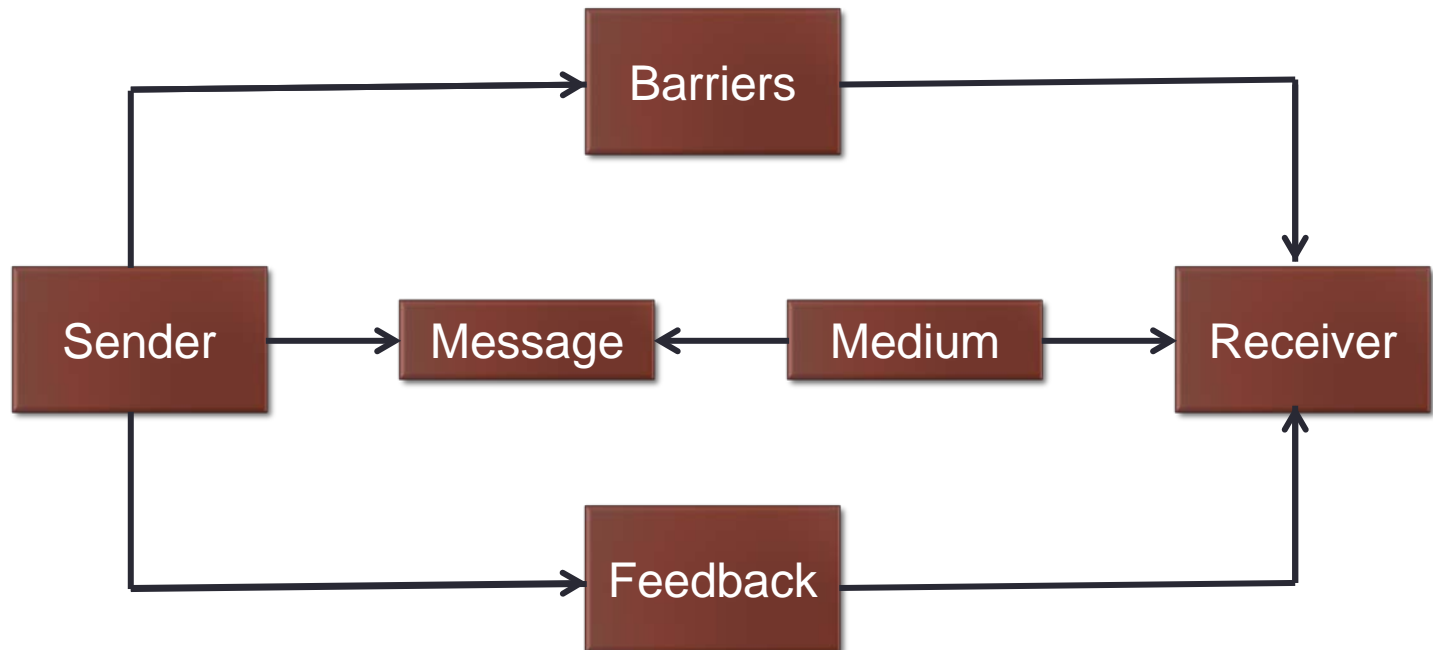
# City of Madison Service Philosophy

- Put our customers as the focus of everything we do.
- Educate first, regulate when necessary.
- Support and inspire each other.
- Continuously improve the City's services.

# Leadership and Customer Service

- How can you impact customer service as a leader in your organization?
- Formal leaders (managers, supervisors)
- Informal leaders

# Communication Process



# Tools and Resources

- Training from HR
- Assessments
  - Customer Service
  - Leadership
  - Engagement



# THANK YOU!

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