



Customer Service Forum

Date

Wed 14 February
2018

Venue

Queensland Law
Society
179 Ann Street
Brisbane Q 4000

Times

08.15am – 4.15pm

Who should attend?

Officers from local government who are in the customer service sectors.

This forum is designed as an informative workshop allowing delegates to meet with other like-minded professionals to network, collaborate and share experiences and ideas.

Agenda

08.15am	Registration
08.45am	Forum Welcome
09.00am	Unconscious Bias <i>Amanda Ferguson, Senior Consultant - Hudson</i>
10.10am	Morning Tea
10.30am	Unconscious Bias Continued <i>Amanda Ferguson, Senior Consultant - Hudson</i>
11.30am	Queensland local government plays an essential role in the lives of Queenslanders each and every day. And while LGIAsuper has also evolved over the years, dedication to partnering with Queensland local government to help produce positive outcomes in our communities has also never wavered.
12.30pm	Lunch
1.15pm	Case study <i>Peter Murphy, Logan City Council</i> <i>Karen Daniels, Brisbane City Council</i>
2.15pm	Panel Discussion <i>Join in the discussion with a host of customer service personnel deliberating the good, the bad and the ugly!</i>
3.15pm	Afternoon Tea
3.30pm	Facilitated Workshop Session <i>This is your chance to network and collaborate!</i>
4.00pm	Chair's Summary and Thanks

This event is proudly supported by:



