

# Boning up on people skills

WITH smiles warm enough to charm even the most difficult customer, participants and their workshop facilitators (below) relax after one of CALM's Excellence in Customer Service Workshops. They are, at front, work centre manager and recreation officer Jamie Ridley and administration officer Jim Wilson, both from CALM's Mundaring office. Seated on the arm of Jamie's chair is cartographic officer Jenny Henderson from Information Management Branch, with facilitators (rear) Barbara Holland, left, and Jan Leonard.

Two other participants in the workshop (right) were clerical officers Debbie Wheeler (seated) and Marilyn Ramsay, both from CALM's Wanneroo office.

They took the opportunity at morning tea time to model their new navy blue and white uniforms. It isn't entirely clear what Terry Hales is up to, but it looks as if he's about to poke Marilyn in the ear.

Three of the workshops were held in 1995 and a dozen more are planned for the first half of 1996.

The workshops are de-

signed for all employees, and deal with internal as well as external customers. In other words, they deal with almost any relationship, regardless of how fleeting.

The workshops are never

boring, and are always useful, dealing with topics that can help participants in their day-to-day work and in their career development, by showing them ways of enhancing their communi-

cation and problem-solving skills.

For further information, please phone Deborah Greaves or Cheryl Tonts on (09) 389 8644. *Story and photos by Verna Costello*





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