

LEADING CUSTOMER SERVICE

with HEART



(Honesty Empathy Assistance Respect & Trust)

Program Overview

This customizable and fully reproducible skill-based workshop is designed for service leaders/managers in the organization. Packed with service leadership & management skills, this interactive program provide participants with an arsenal of practical toolkit - from designing the service blueprint to communication to delegation to leadership styles! Techniques, best practices, timeless leadership principles and NLP tools are taught to give your service leaders a leading edge!

Program Outcome:

Develop service leaders to be a catalyst for change

- Inspire your Service Ambassadors! - Communication & Coaching Skills
- Designing Service Blueprint and Measuring Service Levels
- Execution Skills : Problem Solving, Planning, Delegation & Decision Making

Workshop Outline

Module 1: The Service Leader

- The Service Web - An Introduction to Service Leadership
- The Roles of Service Leaders in Creating a Service Culture
- Challenges to Leadership and Management

Module 2: Blueprinting your Service

- Core Concepts of Service Design
- Developing the Service Blueprint
- The RATER Model
- Crafting Service Levels and Service Levels Agreement

Module 3: Developing Service Ambassadors

- Understanding Your Team
- Motivating Your Team
- NLP Techniques for Quick Rapport Building

Module 4: Coaching Skills for Service Leaders

- Precision Communication with NLP Meta Modeling
- The Paradigms of Human Interaction
- The Test of Relationship
- When the Going Gets Tough

Module 5: Execution Skills for Service Leaders

- The Service Mindset - Jeff's Special Delivery
- The Manager Toolkit – Planning, Delegation, Control
- Being a Transition Figure with NLP Reframing

Facilitator
K W Loke

Duration : 2 days