

OUTLINE

Managing Customer Service

Lesson One

Course Overview

We Spend the first part of the day getting to know participants and discussing what's going to take place during the workshop. Participants will also have an opportunity to identify their personal learning goals.

Lesson Two The Six Critical

Elements of Customer Service

The Morning of the class will be spent exploring the six critical elements of customer support: A customer service focus, Defined on your organization, Given life by the employees, Problem solving, Measure it, Reinforce it.

Lesson Three

Understanding Leadership

Next, participants will explore what leadership is all about. Paul Hersey and Ken Blanchard's Situational Leadership II® model will be discussed, in addition to Robert Greenleaf's concept of servant leadership. Techniques for handling performance and conducting onboarding and orientation will also be discussed.

Lesson Four

Five Practices of Leadership

This Session explores the five leadership practices developed by James Kouzes and Barry Posner at The Leadership Challenge.

Lesson Five

Workshop Wrap-Up

At The end of the program, students will have a chance to ask questions and Fill out an action plan.

This course can be fully customised for your business team.
Please contact us for more details and our team will happy to assist.

www.paramountplus.com.au

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