MANAGING CUSTOMER SERVICE

The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This one-day workshop will provide participants with opportunities to explore their responsibilities within their role as a leader (supervisor or manager) in a customer service environment.

This one-day workshop will help you teach participants:

- ✓ How to identify ways to establish links between excellence in customer service and your business practices and policies.
- ✓ How to develop the skills and practices that are essential elements of a customer service-focused manager.
- ✓ How to recognize what employees are looking for to be truly engaged.
- ✓ How to recognize who the customers are and what they are looking for.
- ✓ How to develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.

Course Overview
You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

The Six Critical Elements of Customer Service
The morning of the course will be spent exploring the six critical elements of customer service:

- ✓ A customer service focus
- ✓ Procedures
- ✓ Culture
- ✓ Problem-solving
- ✓ Measurement
- ✓ Reinforcement

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

Five Practices of Leadership
This session explores the five leadership practices developed by James Kouzes and Barry Posner in The Leadership Challenge.

Workshop Wrap-Up
At the end of the course, students will have an opportunity to ask questions and fill out an action plan.