



The need to lead, model, and promote the organisational values within a customer service environment is essential for business success. This course 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 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 recognise what employees are looking for to be truly engaged.
- How to recognise 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

Participants will spend this session getting to know the course objectives and 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.

Course Wrap-Up

At the end of the day, participants will have an opportunity to ask questions and fill out a personal action plan.

