



LEADING EMPOWERED TEAMS FOR SERVICE QUALITY



WHO SHOULD ATTEND

- Leaders, managers and supervisors who want to master the skills critical to nurturing a service culture. Service champions who want to improve their coaching and reinforcement skills.

PURPOSE OF THE WORKSHOP

- Equips team leaders with the skills needed to establish purpose and direction.
- Builds passion and commitment.
- Teaches how to focus and energize their teams.
- Establishes clearer standards for quality and customer service.
- Builds strong commitment to meeting customer needs.
- Increases teamwork and collaboration toward shared service goals.
- Develops proven skills to problem solve and timely action on customer service issues.
- Learn techniques for continuous quality improvement in service delivery and teamwork.



WORKSHOP OBJECTIVES

- Provide exceptional service through exceptional management.
- Enable you to meet intellectual and emotional needs of customers.
- Define service standards and communicate to team.
- Provides techniques for providing feedback.
- Learn to recognize areas that create gaps between what they provide and what the customer expects.
- Learn the pathways of becoming more responsive and customer oriented.
- Empower employees to meet customer needs.
- Build trust and empower team members to anticipate and take action to solve customer problems.
- Provide support for team members who choose to be empowered.
- Build teamwork and collaboration.
- Learn how to positively deal with the barriers restricting teamwork.
- Master the tools and techniques to enable self-managing teams on their own work sites.
- Provides tools to focus and energize their teams.
- Learn to create pockets of service excellence within their own control.
- Coach team members to improve performance. Teach participants how to observe critical behavior. Catch employees doing something right and use this positive feedback to motivate employees to provide even better quality service.

WHAT YOU WILL LEARN

- How to define customer service.
- Eight elements that are essential to good service.
- Identify gaps between actual and ideal service.
- Learn how to master service points and empower your people to anticipate and manage flash points.
- Identification of predictable service points.
- How to make employees “conscious competent.”
- How to record their “best manager” experiences.
- Summarizes seven principles of feedback.
- How to give positive feedback that is specific and creates a “mental consolidation” of what was done and why it was effective.
- How to give negative feedback in a way that gets the employee to cooperate in resolving the non-performance problem.
- How to develop a plan for giving feedback to specific employees and a log for tracking results of feedback meetings.
- How to use empowerment in a changing environment where rules don’t work.
- Empowerment obstacles and strategies - a technique for reinforcing an employee for taking an empowered action.
- Develop a strategy for empowering your people.
- Learn what works in your organization and what gets in the way.
- Learn how to immediately improve service in your organization.

INSTRUCTIONAL METHODS

- Teaches skills through interactive modules and emphasizing hands on experience.
- Activities, exercises, and learning examples that emotionally change attitudes and behaviors.



REINFORCEMENT TOOLS

- *Achieving Excellence Through Customer Service* book (362 pages)
- Participant Guide (97 pages)

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