

Course Outline | Managing Customer Service

1 day(s)

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 Outline

Six Critical Elements

- Critical Elements of Customer Service
- Element One: A Customer Service Focus
- The Three Beliefs
- Element Two: Procedures
- Drafting Standards
- Element Three: Culture
- Element Four: Problem-Solving
- Role Play
- Element Five: Measurement
- Element Six: Reinforcement
- Developing and Maintaining Relationships
- Phrases for Customer Service Success
- Measurement in Practice

Understanding Leadership

- About Leadership
- Understanding Your Comfort Zone
- Our Comfort Level
- Managing Performance
- Servant Leadership
- The Heart of Leadership
- Onboarding and Orientation

Five Practices of Leadership

- Challenging, Inspiring, and Enabling
- Making Connections
- Making Connections
- Modeling and Heart
- Committing to Recognition
- Practices in Practice
- Pre-Assignment Review
- Personal Action Plan