

CQ for Exceptional Client Greetings Design Document

<i>Business Purpose</i>	<p>As GuardianTrust Bank, a leading banking corporation, expands our operations into international markets, the ability to provide exceptional client service remains paramount to our success. We recognize that the diverse cultural backgrounds of our clients demand a more nuanced and culturally sensitive approach in all client interactions, including greetings. There have been many misunderstandings in initial client meetings due to a lack of cultural sensitivity. GaurdianTrust aims to establish itself as a global leader in providing exceptional client service by training our associates in cultural intelligence for greeting clients. This strategic approach aligns with our business objectives of growth, reputation, compliance, and employee development, ensuring we remain a trusted and preferred choice for clients worldwide.</p>
<i>Target Audience</i>	GaurdianTrust Banking Associates
<i>Training Time</i>	1 hour
<i>Training Recommendation</i>	<p>Training will be delivered to learners via VILT on Zoom. The course will be designed with PowerPoint and various interactions to keep learners engaged. The training focuses on the significance of first impressions in business, avoiding stereotypes/implicit bias, and client greetings. This course will provide examples of how the employee can use the strategies in the workplace.</p>
<i>Deliverables</i>	<ul style="list-style-type: none">● PowerPoint● Facilitator's Guide● Participant's Guide● Job Aid for Proper Greetings
<i>Learning Objectives</i>	<p>By the end of the training, the learners will be able to:</p> <ul style="list-style-type: none">● Recall the importance of first impressions.● Examine stereotypes and implicit biases.● Recognize cultural intelligence.● Distinguish proper greetings.
<i>Training Outline</i>	<p>Topic: Welcome</p> <ul style="list-style-type: none">❖ Title, logo, objectives❖ Agenda❖ Introduction Activity: Mentimeter

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	<p>Topic: Recall the importance of first impressions</p> <ul style="list-style-type: none">❖ The significance of first impressions.❖ The impact of first impressions on client relations.❖ Activity: Group chat <p>Topic: Examine stereotypes and implicit biases.</p> <ul style="list-style-type: none">❖ Stereotypes❖ Implicit Biases❖ Activity: Breakout Rooms with Scenarios <p>Topic: Recognize cultural intelligence.</p> <ul style="list-style-type: none">❖ Cultural Knowledge❖ Cultural Motivation❖ Cultural Adaptability <p>Topic: Distinguish proper greetings.</p> <ul style="list-style-type: none">❖ Stand up❖ Look them in the eye❖ Smile❖ Take the initiative with a handshake❖ Say who you are❖ Observe the hierarchy❖ Get the name right❖ Activity: Group talk on a scenario <p>Topic: Summary</p>
<i>Assessment Plan</i>	<p>Evaluate earners' knowledge at the end of the course with a group chat.</p>