

Advanced Customer Service: Level 2: 5-Day Course

Delivering Excellent Customer Service - Day 2

Overview

In today's heavily team-oriented environment, trust and collaboration are a requirement for success. Teams rely on it to solve complex problems, set direction and strategy, and share critical information and knowledge quickly throughout the organization.

Leading and managing a customer service team is becoming an increasingly demanding role, especially in the fast-paced world of technology and ongoing change. This course provides skills and strategies for senior leaders to maintain authentic trusting relationships and provide coaching support for the individual and the team.

Pre-Course Activity

Senior leaders will be asked to complete a self-assessment tool which will be used to determine strengths and opportunities to work on during the workshop.

Objectives

By the end of this course you will be able to:

- Identify your current preferred management and leadership style
- Choose the most appropriate management or leadership style for any given situation
- Empower others to perform and increase your ability to motivate others
- Develop the talent of others through a range of approaches appropriate to the situation
- Understand what it takes to build trust, foster trust and how it can be easily lost
- Assess your role in building, maintaining and restoring trust with your team, colleagues, leaders and others within your organization.

The Content

1. Role as a Leader
 - Define role and responsibilities in delivering exceptional customer service
 - What is required of you?
 - Assess level of leadership in customer service situations
 - Establish your personal leadership style
 - The language of leadership
 - Know which style to use for what situation
2. The Senior Leader as a Role Model
 - How you impact the team and the individuals, and their behavior
3. Coach for Improved Performance
 - When to lead, when to manage and when to coach?
 - Coach questions using GROW
 - Tips and techniques for developing effective coaching skills
4. Build Trust

- Complete a self-assessment on trust
- The Trust Equation – Trust dimensions and requirements
- Building trustworthy relationships
- Behaviors and characteristics of high trust leaders
- Actions to build, maintain and restore trust

5. Personal Application Plan

- Commit to your successful impact on the team, individuals, and their behavior
- Make and keep powerful promises

Materials

Senior leaders will leave with workbook and guidance notes to help assess behavior when working with teams and individual team members.

Upon Completion

A post training evaluation and course questionnaire will be administered. Within three business days a certificate of completion will be emailed to POC or participant.