

INTRODUCING
**SERVICE
HABITS™**

by  **ServiceQ**



002

Welcome

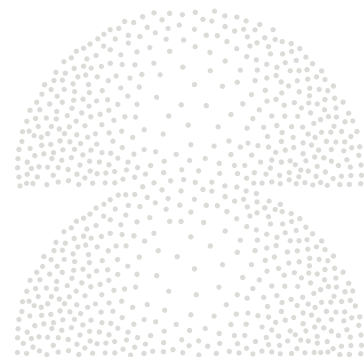
Introducing Service Habits has been designed to create greater awareness in service interactions with minimal training touch points. Suitable for businesses of all sizes and budgets who are looking for a strong starting point for their customer service transformation journey with the whole workforce.

This Program Is Perfect For:

- Frontline employees
- Sales and customer facing roles
- Support and specialist roles
- Anyone who is part of a business that relies on strong relationships

*"The first step toward change is awareness.
The second step is acceptance."*

– Nathaniel Branden



Overview

Small steps to strengthen the relationships with the people you serve.

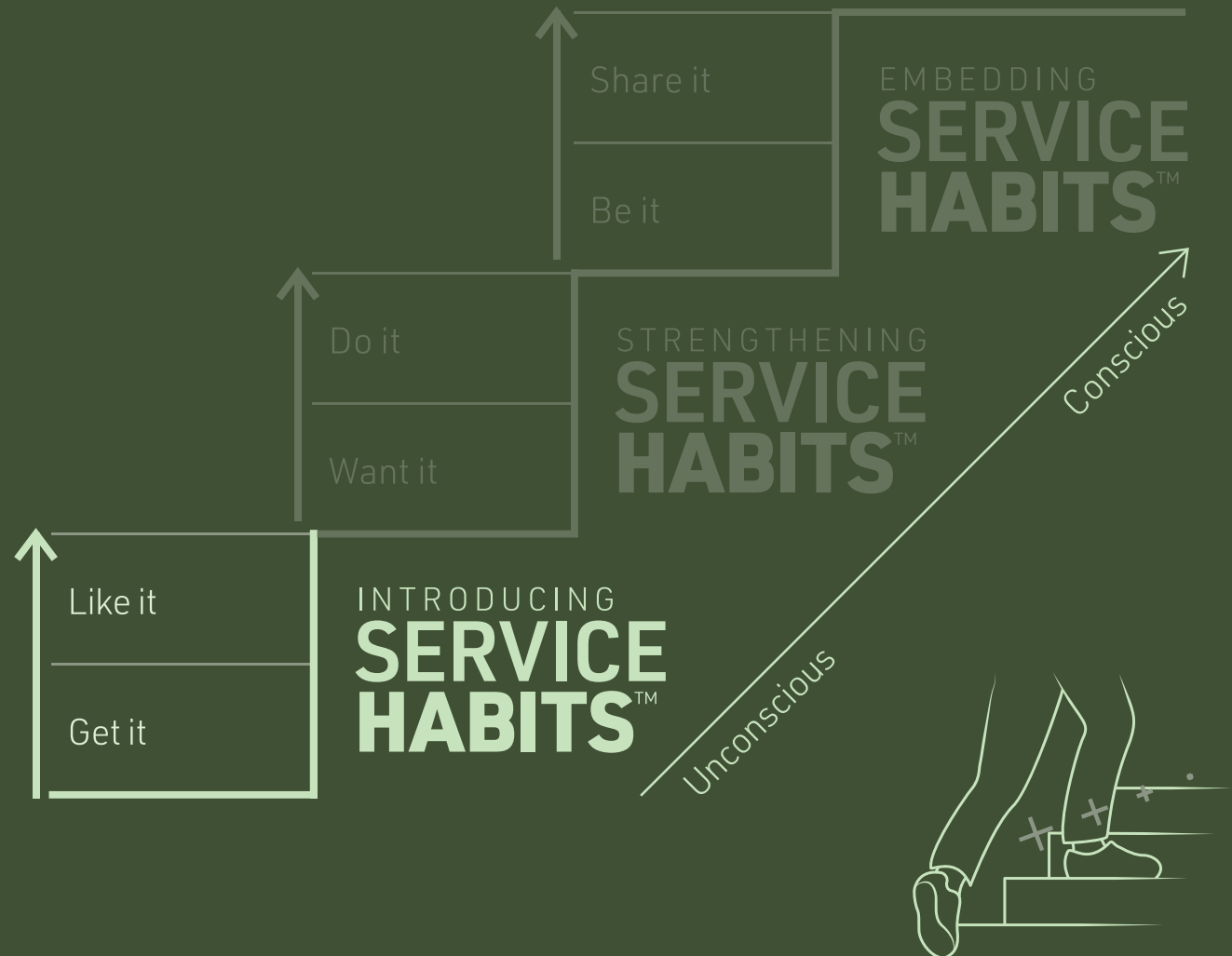
The first step for any transformation is awareness.

003

Introducing Service Habits will open a conversation with your employees around the expectations of service interactions, and create an experience that allows them to learn, connect and share their awareness of service and gain awareness of how people experience them.

This an ideal starting point if you have no service standards in place and want to begin a meaningful conversation about service quality with as little resistance from people as possible. It takes people from a state of awareness to understanding what is important in service and appreciating how they contribute to the whole.

Think of it like a strong foundation to get started on transforming your service culture.



The Objectives

004

The objective of the program is for the participants to gain greater awareness of what Service Habits bring out your best professional self and how they strengthen your relationships at work and in life.

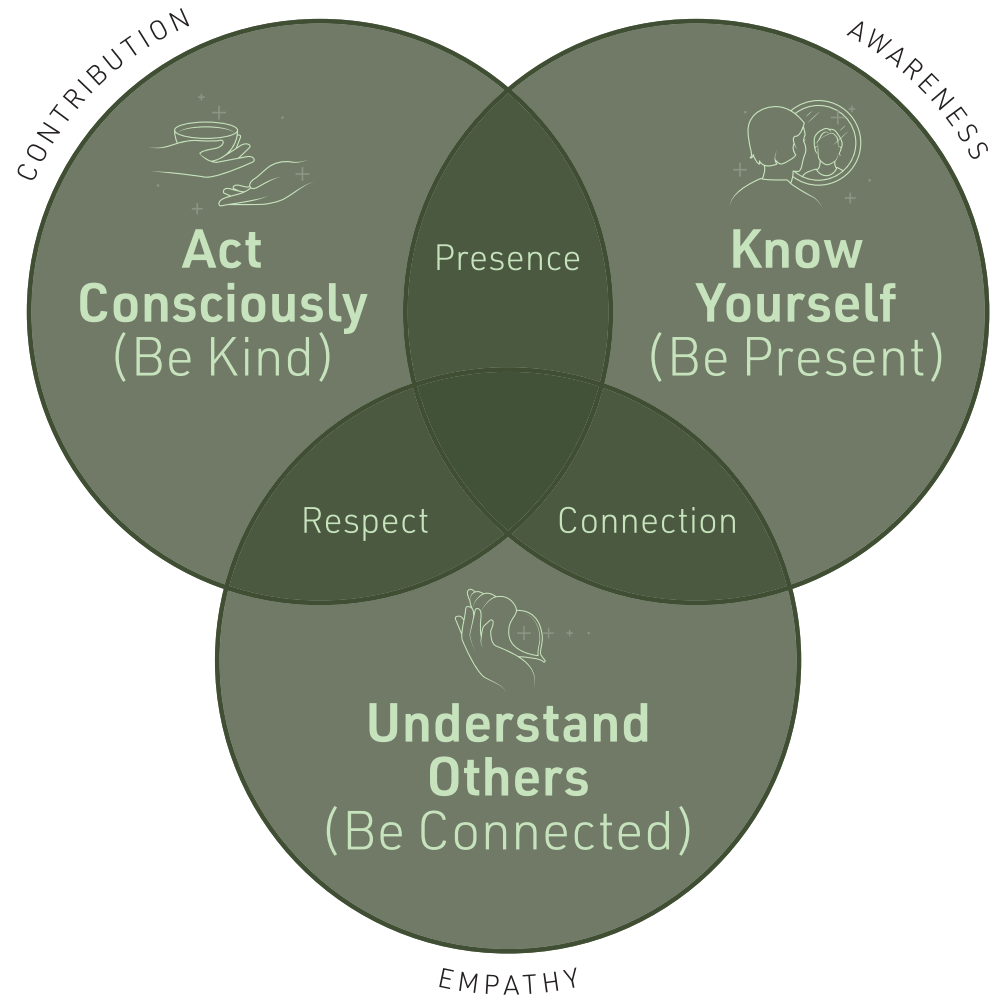
At the end of this program you should expect people to want to learn more and be engaged in a conversation around transforming customer service like never before. Your people will be ready and willing to make positive changes, ultimately improving productivity and profitability.

What Participants Can Expect To Learn

This is an introduction to the Service Habits which brings greater awareness to knowing yourself, helping understand others and an introduction to the ways to act consciously when serving people.

Participants will:

- See the choices and beliefs they have about service
- Increase awareness of their own mindset and how they serve others (internal and external customers)
- Gain greater understanding of various habits that can allow for greater growth and development at work and in life



Learning Experience

Online Content

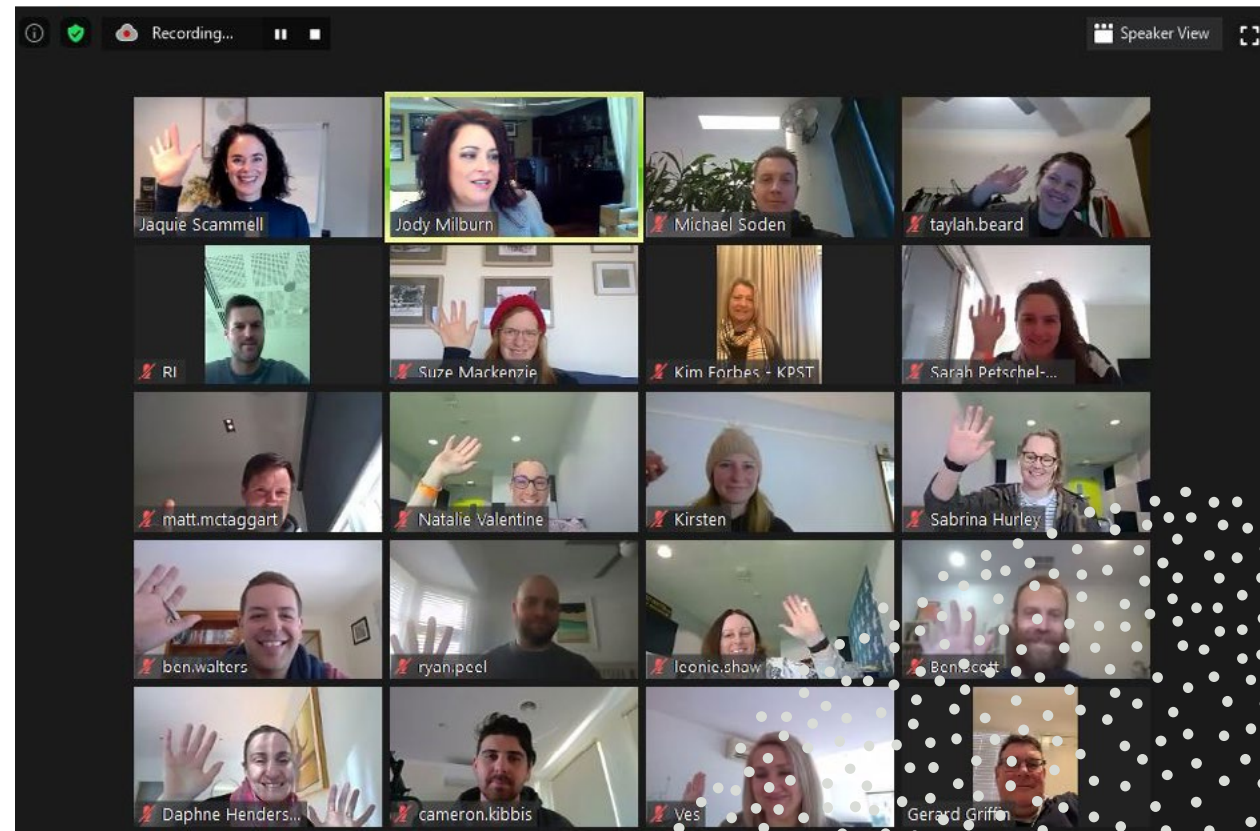
There are 21 pre-recorded curriculum videos for each participant to watch at their own pace prior to experiencing live masterclasses.

005

Live Masterclasses

There are 5 live masterclasses held via a virtual platform, which focus on the various pillars that make up the emotional intelligence of service. In each class we deep dive into a handful of Service Habits to draw out conversations, sharing and connecting as a team.

01. Choose to Serve
02. Know Yourself (Be Present)
03. Understand Others (Be Connected)
04. Act Consciously (Be Kind)
05. Acknowledge and Apply



Online Platform

Connection Before Content

006

A one stop shop, created on the ServiceQ enterprise Learning Management System (LMS) allows participants to log in with a unique code. The platform functionality will integrate with existing secure web conferencing software, including Zoom and Cisco Webex. The benefit of having the curriculum, community and recognition on the one platform is that it provides greater engagement and an enhanced learning experience. Live delivery of masterclasses will take place within the platform utilising one of the secure web conferencing software platforms, with breakout rooms enabling discussion in smaller groups.



007

Inclusions

- 21 Service Habits pre-recorded online videos: every Service Habit is pre-recorded for participants to watch prior to masterclasses as pre-learning (access to this forever and can be used as a refresher after the initial roll out)
- 5x live masterclasses with a world class Service Habits facilitator: online (90 minutes each)
- Pre and post communications for each masterclass to support learning pathway and encourage sharing and recognition of learning applied.
- Online platform one stop shop created on the ServiceQ enterprise LMS allows participants to log in with a unique code and receive regular updates to content and be supported in their workplace community page
- 21 activities for participants to practice and apply in the workplace
- Online Habit Tracker
- A copy of the Service Habits book



What do others say?

"I saw the words 'last webinar' and my immediate reaction was 'No!'.

008

I need to let you know just how much your habits have changed the way I think and act on a daily basis.

I have my handwritten habits with me in my laptop bag and that goes everywhere I do. I find myself focusing on a few habits that really resonate with me, depending on the environment and situation. I also like reading through the list and acknowledging those that I know I already do and want to keep doing well. That gives me a sense of personal progression and satisfaction. I intend to keep doing so."

Daniel – IT Service Manager (Global)

"I can't speak highly enough of these Masterclasses but also the support and guidance on a personal and professional level.

I have found the classes and whole program enlightening and a unique change to the way we do things. It's provided a clear direction for myself and the team and is already showing results in our value structure within the business in Melbourne. I don't believe we would have improved or set this framework without your involvement. We have been able to take back many examples, points and tricks of the trade to help us in the business. The habits are an absolutely fantastic example of this."

Geoff – Head of HR (Australia)

"From a service perspective, our organisation had been reasonably static over the last few years, during a period of supply chain disruption from multiple merger and acquisition integrations.

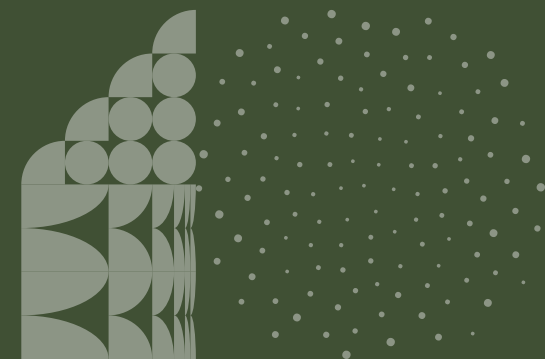
A level of frustration had developed among our customers and sales teams and we were often caught in a process driven cycle rather than being solution focused.

We needed to change our employee mindsets from 'my job is following the rules' to 'I have a responsibility to improve what we do and how we do it'.

After seeing Jaquie deliver a keynote speech at a Future of Leadership conference, I was drawn to explore what that could look like for our organisation – her passion for service has supported our drive to embed a Service Mindset across all functions of the business and we've seen a considerable behavioural shift.

The program delivered more than expected and has provided the perfect platform to continue our journey."

Alistair – Managing Director (Australasia)



009

Schedule a discovery session

Our vision is for businesses like yours to elevate the ordinary moments in each day so that together we can serve a more conscious experience.

If you are interested in organising an in-house program for your leadership team, contact us.

hello@jsmc.group
+61 431 133 904

