

Embedding Service Habits



A scalable service training solution that sticks

Hybrid online and face-to-face course

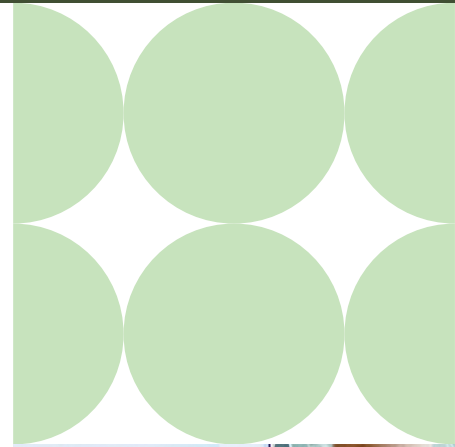
This advanced program shows organisational dedication to fundamental service excellence from the inside out and is perfect for a 'whole of business' approach. True to its name, it embeds service within the DNA of your workforce and is cleverly designed to ensure all learners comprehend the habits in application and eventually role model and share the habits amongst peers, creating a ripple effect throughout the business. The result is consistent quality service at scale supported by a service culture that is endorsed from the top.

Who is this program for?

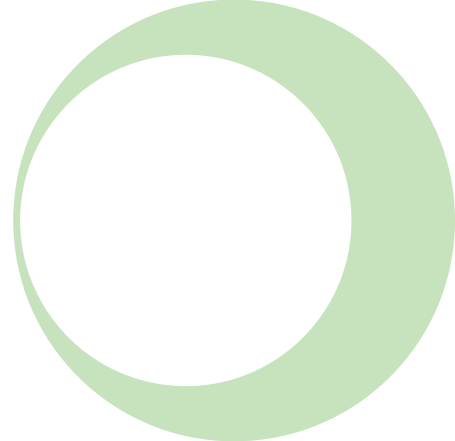
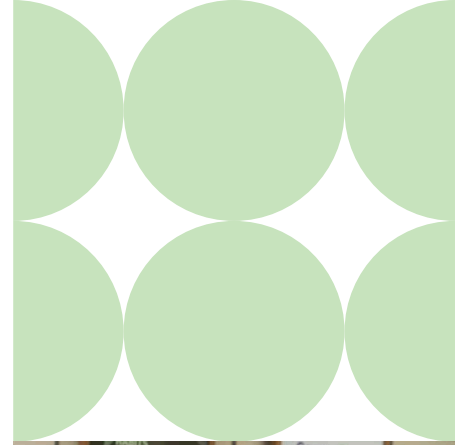
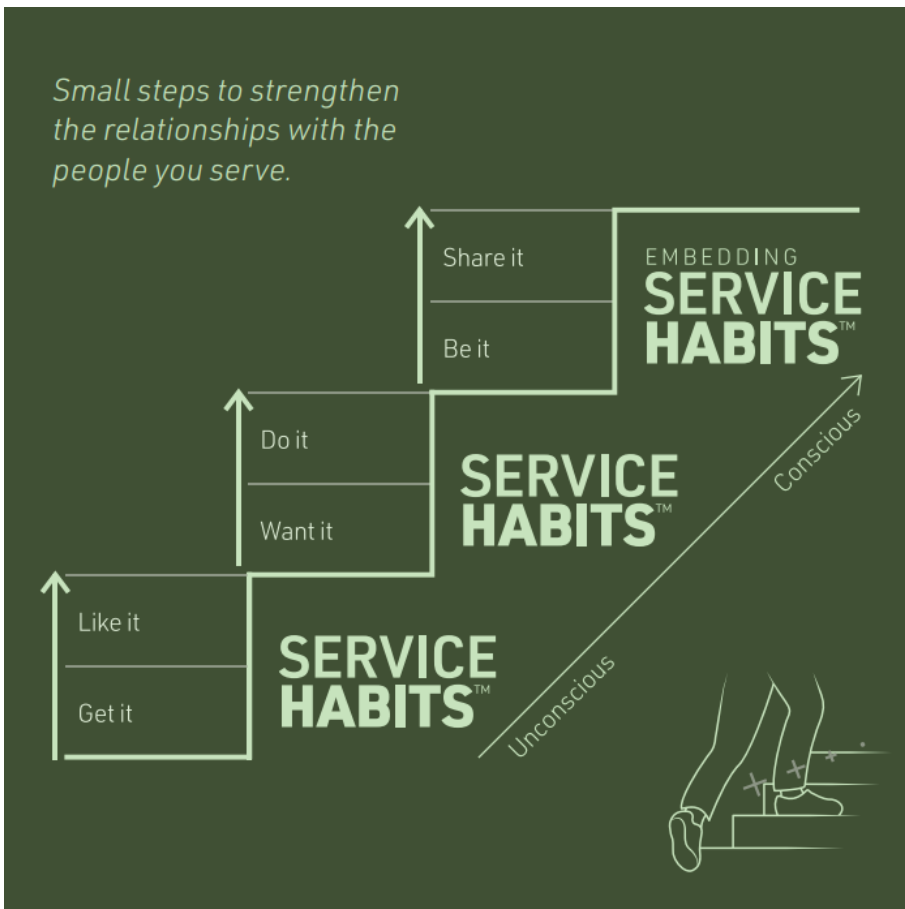
Embedding Service Habits is a premium learning pathway to develop a service culture. It is designed as a series of learning experiences for all job roles in the business to see their conscious and unconscious thoughts and actions when serving people. From CEOs to frontline leaders – the program is ideal for any group who are looking for a stronger differentiator in the market, being known for taking good care of their people and customers.

Ideal for:

- Whole of business approach for medium to large sized businesses
- Frontline leaders of service teams
- Senior leaders and executive teams
- Sales leaders and function area leaders, anyone who sees the benefit in the human touchpoints of service and aspires to strengthen the relationships with those they serve



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Key Learning Outcomes

- Increased awareness of their own mindset and how they serve others (internal and external customers)
- Mindsets shift towards; 'everybody serves someone' and away from 'service is not my job'
- Greater understanding of how they (their role) impacts others
- More empathy towards fellow employees and customers
- Coaching resources to be used in team meetings - Key phrases and techniques for client meetings, sales conversations, and performance conversations
- Skills for situational day-to-day problem solving and people interactions
- Key phrases and techniques for service recovery and service failures
- Consistency in relational approach at work as a leader



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Inclusions

For up to 100 people, suggested learning journey over 12 months:

- 1 x 1 hour online onboarding session (*all participants*)
- 1 x 2 hour face-to-face kick off session (*all participants*)
- 21 x live online 45 minute masterclasses (Zoom preferred platform)
- 3 x 3 hour face-to-face learning application immersion sessions (*all participants*)
- Establish a Working Group to champion the journey
- 1 x 1 hour initial measurement meeting (*Working Group members*)
- 6 x 90 minute online mentoring sessions providing support to internal champions/trainers (*Working Group members*)
- Access to Service Habits Resource Centre ; Videos and Worksheets
- Copy of Award-Winning Service Habits book for each participant
- Embedding Service Habits workbook

Investment

\$150,000 plus GST*^#

* Program can be scaled to larger participant numbers at additional cost, groups running parallel

^ All travel expenses for interstate/ overseas are not included

Where programs run across financial years, CPI increment will be discussed with key stakeholders



Find out more about Embedding Service Habits

Call us on 0431 133 904 or email hello@serviceq.co

