

Leading Service Habits



A framework to support high performing service cultures

An enhanced learning program delivered online and face-to-face for leaders to support and guide their teams in the delivery of extraordinary service. The result will be a shift towards one service mindset and people aligned to a common language and simple framework of service habits so they may empower and promote service excellence through the organisation. Leading Service Habits is a program based on the foundations of emotional and social intelligence in the context of service. Participants are left with a roadmap to continue their own journey beyond the training.

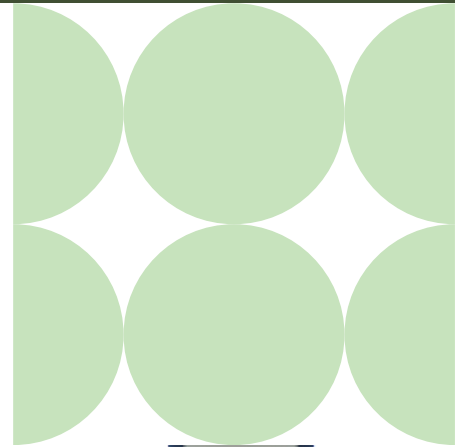
Who is this program for?

This program is perfect for:

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

Ideal for:

- Teams who are operating in silos and need to be more aligned with service,
- Businesses that need to spark discussion, decisions and action towards service excellence,
- Businesses that need to refresh and reinvigorate their service mindset and habits,
- Organisations that are wanting to compliment an existing internal program.



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Key Learning Outcomes

- Increased awareness of their own mindset and how they serve others (internal and external customers)
- Mindset shift towards; 'everybody serves someone' and away from 'service is not my job'
- Greater understanding of how they (their role) impact others in the team to achieve the service outcomes
- More empathy towards fellow employees and customers
- Skills for situational day-to-day problem solving and people interactions
- Key phrases and techniques for service recovery and service failures

Inclusions

For up to 100 people, suggested learning journey over 6 months:

- 5 Live x 90 minute masterclasses (3 online and 2 face-to-face)
- Access to Service Habits Resource Centre ; Videos and Worksheets
- Copy of Award-Winning Service Habits book for each participant
- Leading Service Habits workbook

Investment

\$70,000 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 Leading Service Habits

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

