

Embedding Service Habits



A scalable service training solution that sticks

Hybrid online and face-to-face course

This advanced program embeds service within the DNA of your whole workforce and is designed to ensure all learners can apply the Service Habits. Learners will ultimately role model and share the habits amongst their peers, creating a ripple effect throughout your business. This creates consistent quality service at scale supported by a service culture that is endorsed from leadership level.

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 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:

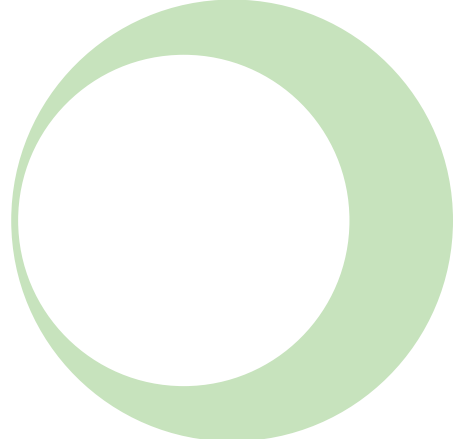
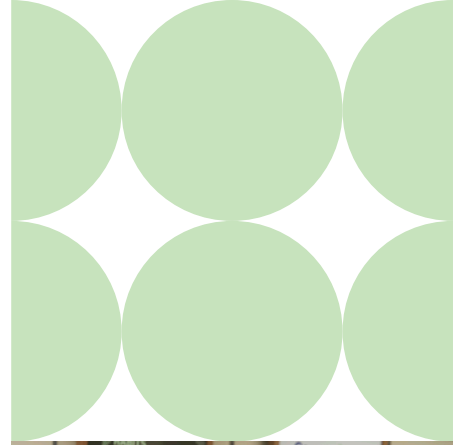
- Whole of business approach for medium to large sized businesses
- Frontline leaders of service teams
- Senior leaders and executive teams
- Sales leaders and functional area leaders, anyone who sees the benefit in the human touchpoints of service and aspires to strengthen the relationships with those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

"As a leader I have noticed the impact that Service Habits has had on my team. The team are more empathetic and patient with our customers. Our customers are no longer treated as a number, but a human and I'm proud to lead a team that puts customer service at the forefront of their thought process."

Andrew Pitt, People Logistics Supervisor, Minerals Australia / WAIO / Infrastructure and Services



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Key Learning Outcomes

- Increased awareness of learner's 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 for the learner on how 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 2 hour face-to-face kick off session (*all participants*)
- 21 x live online 45 minute masterclasses (Zoom preferred platform)
- 3 x 6 hour face-to-face learning application immersion sessions (*all participants*)
- Establish a Service Champions group to champion the journey
- 1 x 1 hour initial measurement meeting (*Service Champions*)
- 6 x 90 minute online mentoring sessions providing support to internal champions/trainers (*Service Champions*)
- Access to Service Habits Online Academy; Videos and Worksheets
- Copy of Award-Winning Service Habits book for each participant
- Embedding Service Habits workbook



Find out more about Embedding Service Habits

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

