

5D Service Leadership Pathway

From Frustration to Fulfilment: The Future Framework for Sustainable Service Leadership Results.

This 12 month program builds capability in leaders of today, who are responsible for creating the conditions of service in the future. The promise of this program will change the way your leaders think and act, which will change the way teams work, resulting in transforming the way they serve customers.

Leadership is hard; and it's even harder now than it was in the past. Some frustrations include:

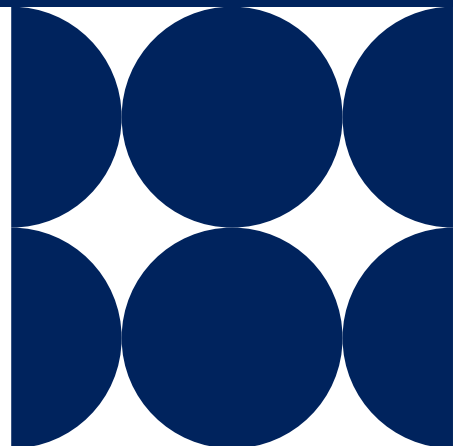
- Service standards have dropped, and you need to raise the bar on what is expected of your people
- The phrase 'customer service' doesn't evoke the enthusiasm it once did, and motivating staff is hard in this era
- The world of work is evolving, tricky for leaders in this new workplace setting
- Technology is destroying and evolving service at the same time, the new dilemma is how to reclaim the human in 'human service'.
- Planned results are not being reached and perhaps shareholders are losing faith
- Talent in the business is leaving, which is slowing down the innovation you need to stand out from your competitors
- Customers are leaving and not returning

Who is this program for?

No matter the size of your business or the geographical spread of your people, if you have a hunger for staying ahead of your competitors or foresee a crucial tipping point in your business; this program will be instrumental in achieving success.

A journey designed for up to 20 leaders, invited by the business to apply, alongside a recommended criteria. The invitation is in recognition of their performance and growth in a leadership role, as well as an investment and reward for their efforts and loyalty.

A detailed criteria and self-assessment diagnostic is provided at the start, allowing each leader to identify their unique learning goals and areas for flex and growth.

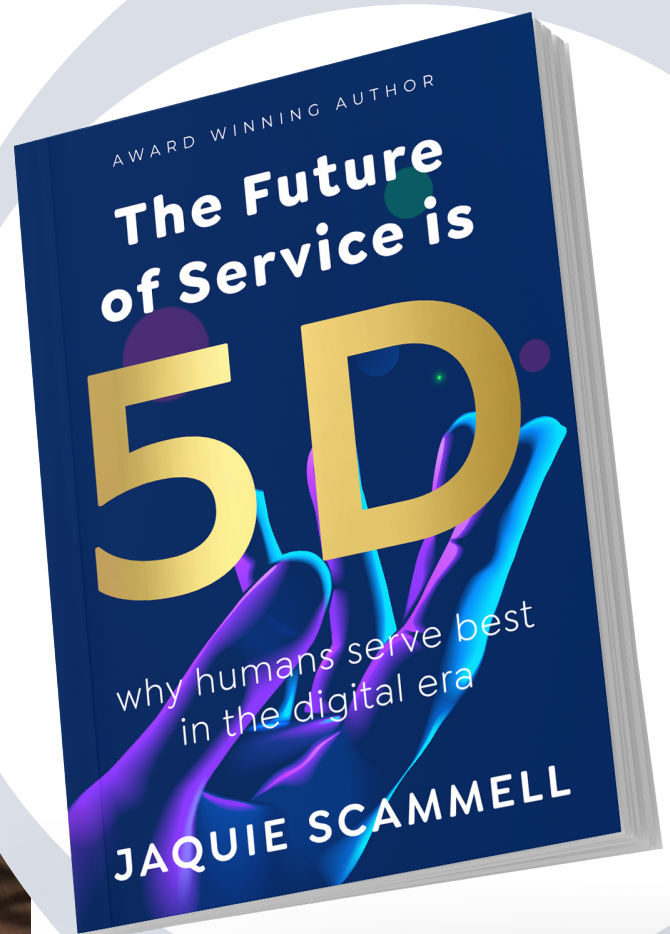


5D Service Leadership Pathway

A realistic pathway designed for busy leaders.

**Inspired by the recent book; The Future of Service is 5D; why humans serve best in the digital era*

5D Service Leadership pathway is a pragmatic and evidence-based program focussed on learning for leaders to be relevant, accessible, and immediately applicable in the workplace. Spread out over a 12 month period with a published schedule in advance, working with your peak periods, blackout periods, financial years, creating a schedule that works with the rhythm of your business.



"I am able to better prepare for and tackle typical conversations but also display a greater level of empathy plus understanding. Before 5D, I had never spent time learning about how to inspire my team. Using the tools, I can now feel and see the impact this has on my team.

I also loved the storytelling template to inspire better service and just how important it is for leadership. This has prompted a greater level of openness and trust within my team."

BHP - Supervisor Village Operations

Learning Outcomes for 5D Service Leadership

DIMENSION OUTCOME

LEADERSHIP EXPERTISE

LEARNING



Physical Dimension

Create Psychological Safety

You'll explore what psychological safety is and what it is not.

Dive into an audit that acts as a framework to assess level of psychological safety.

Designing service routines & moments to role model and enhance a psychologically safe workplace.

Support Wellbeing

You'll explore what wellbeing is and what it's not.

Identify areas of wellbeing within self and in others.

Tactical ways of supporting wellbeing at work amongst the challenges.



Cognitive Dimension

Empower Decision Making

You'll explore leadership theories, team dynamics, decision-making processes, and strategies for fostering a positive organizational culture during uncertain times.

Dive into risk management, scenario planning, and strategies for maintaining operational continuity in volatile markets.

You will be given tools to navigate uncertain terrains, and lead teams resiliently in dynamic environments.

Learn a process for future scenario planning which empowers front line staff to make better decisions in the moment.

Foster Innovation

You'll explore how to build muscle in innovating and problem solving and your team's relationship to failure.

Encourage an experimental mindset with new ideas and innovation and explore cognitive biases that block creativity and innovation.

Learn a tight debrief framework to turn failures into learnings.

Map out the team's competency levels before delegating and asking team members to step up or take on additional responsibility.

Learning Outcomes for 5D Service Leadership

DIMENSION OUTCOME LEADERSHIP EXPERTISE LEARNING



Emotional Dimension

Inspire Emotional Intelligence

Explore techniques for building rapport, effective communication, and expanding your emotional vocabulary.

Additionally dissect the role of emotions, strategies to apply to build resilience in teams and emotional fitness at work. (self-regulation)

Praise encouraged behaviour

Become confident and fluid in providing feedback to enhance the team's performance in service excellence and inspire team to act.

Learn the Power of Praise framework and the difference between ineffective and effective praise.

Bonus self-assessment tool provided for leaders to measure their Emotional Intelligence and see areas of strengths and opportunities.



Social Dimension

Build Teams and Align People to Values

You'll explore team-building strategies, language principles, and motivational leadership styles aimed at maximizing team productivity and cohesion.

Delve into the dynamics of Values Based Leadership, fostering a culture of trust, accountability, and better results from teams.

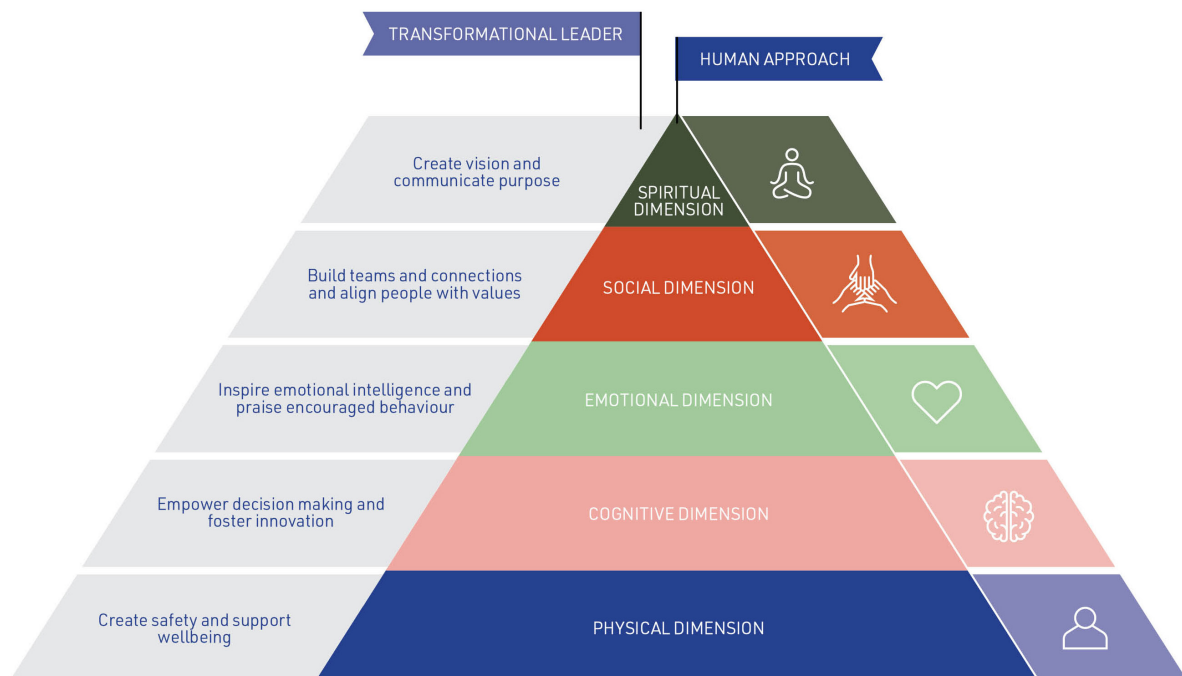
Unpack cultural sensitivity and multi generational ways of working, motivating and communicating.

Bonus tool is to create a Service Team Code that helps leaders motivate and hold people accountable to a high performing standard of ethics and ways of working.

Learning Outcomes for 5D Service Leadership

DIMENSION OUTCOME LEADERSHIP EXPERTISE LEARNING

 Spiritual Dimension	Create Vision and Communicate Purpose	<p>You'll explore Persuasive communication techniques, and strategies for effective collaboration and negotiation with any stakeholder.</p> <p>Master story telling, both in capturing and telling stories to inspire and create high engagement in teams.</p> <p>Learn the skills to communicate a change, new process or procedure or ways of working, using the winning hearts and minds format.</p> <p>Possess the skills to verbally communicate with influence (presentations or briefings) using the <i>15 Questions Technique</i>, fostering clarity and influence in professional interactions.</p>
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Inclusions

For up to 20 people, over 12 months:

- 1 hour online meet and greet and frame up/ overview of learning journey.
- 90 minutes online x 1:1 coaching mentoring session per leader, with a ServiceQ Executive Coach to determine individual learning goals.
- 8 x LIVE Masterclasses Schedule based on a mixture of online and in person delivery.

"Excellent service in any pocket of the world, in business or in society, is not easy. It requires diligence, awareness and an intention to offer something great, something extraordinary.

The 5 Dimensions give you a way to embed practices and behaviours in your team environment that will make the hard feel accessible and leading the herd less of an effort."

Jaquie Scammell, CEO and Founder ServiceQ

Secure your preferred facilitator for a 5D Service Leadership Pathway today

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

