

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.

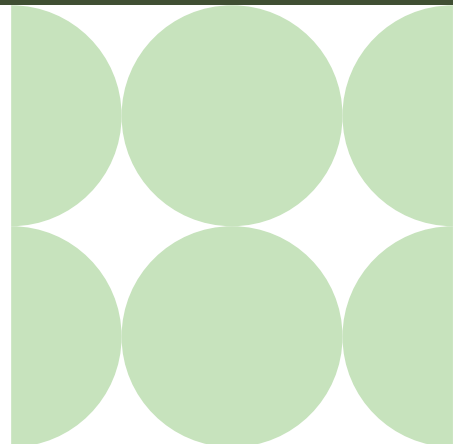
Who is this program for?

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



Find out more about Leading Service Habits

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

