



Service Habits Online Experience

ServiceQ®  **Academy**

Service Habits

Online Experience



Elevate Your Impact: Extraordinary Service Begins with Your Daily Habits

Service Habits is a course dedicated to delivering exceptional service through 21 essential habits. It focuses on knowing yourself, understanding others, and acting consciously to elevate the service experience for those you serve.

Built on 3 core pillars, each designed to guide you towards delivering exceptional service.

Each pillar is supported by 7 distinct habits, providing a structured approach to mastering the essential skills and mindsets needed to excel in service. These habits work together to create a holistic foundation for professional and personal growth.

Get access to our micro learning suite of programs. 21 bite sized, snackable learning programs, designed to help you level up your service skills, culture and leadership.

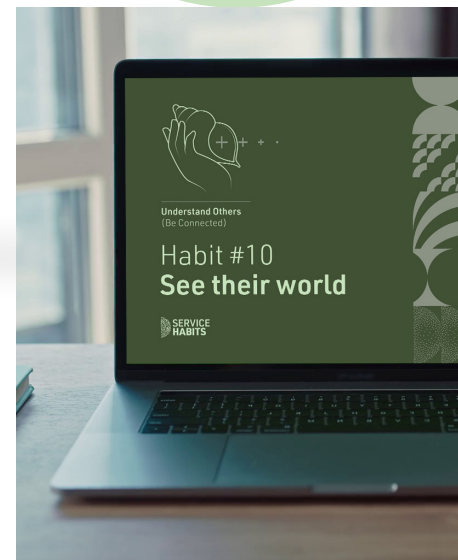
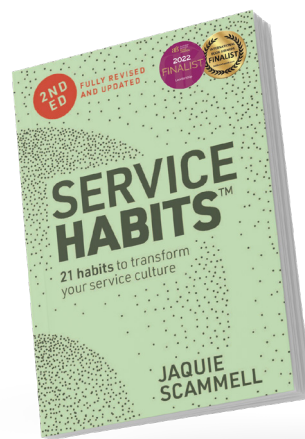
Expert instructors

Our world class founder Jaquie Scammell and facilitation team are here with you every step of the way in this program.

Set and achieve goals

This program suite has practical templates and checklists throughout that you can embed into your day to day life, which will make it even easier to see results.

Great for lunch and learns, onboarding new staff, refresher training or team rah rahs for peak periods or a hit of motivation and inspiration.



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Who is this for?

Leaders:

- You wish you had more variety in skills of emotional and social intelligence, so you could better influence stuff with colleagues or sales with customers.
 - At times you're feeling like you don't always read a room or situation accurately, you cannot always connect with people in a meaningful way and perhaps feel awkward with people in general.
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Individuals:

- If you're experiencing stress and burnout, feeling overwhelmed with daily people pressures at work and the effort in leading people.
- You wish you had varied skills in emotional and social intelligence so you could more effectively influence customer and colleague interactions.

Key benefits to the learner

Enhanced Self-Awareness

Develop a deeper understanding of your strengths, weaknesses, and personal values. Cultivate mindfulness and emotional intelligence to improve your interactions with others.

Improved Empathy and Connection

Learn to see the world from others' perspectives, fostering empathy and building stronger relationships. Enhance your communication skills to better understand and respond to the needs of those you serve.

Conscious and Intentional Actions

Adopt practical strategies for acting consciously and ethically in all interactions. Learn to make thoughtful and deliberate decisions that positively impact your service delivery.

Stronger Professional Relationships

Build trust and rapport with clients, colleagues, and stakeholders. Strengthen your ability to work collaboratively and effectively within teams.

Increased Customer Satisfaction

Deliver exceptional service that exceeds expectations and fosters customer loyalty. Develop habits that consistently prioritise the needs and satisfaction of those you serve.

Personal and Professional Growth

Gain valuable skills and insights that enhance your personal development and career advancement. Empower yourself with the knowledge and tools to become a more effective and compassionate service provider.

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Not your everyday online academy...

Micro learning

Short, sharp and snackable learning programs that are built for implementation in your world. 21 individual habits, leader program stream, pillars and full programs.

Live Masterclasses

Our world class facilitators will run monthly workshops and masterclasses to give you an opportunity to come together digitally and apply the learning from the various programs we offer.

Service Nation

Connect and collaborate with other ServiceQ Academy members and community inside Service Nation. Share your progress, ask questions and grow your network.

Inclusions:

- Focus on one skill/ Service Habit at a time to reduce overwhelm
- Can be added to your LMS to remove the friction for learners
- You own the reporting when on your LMS
- Each Service Habit is a true micro learn.

Allow 15 mins per session



**Find out more about the ServiceQ Academy
or ask for access to our FREE trial to experience first hand**

<https://academy.serviceq.co/home>
