LEADERSHIP XELERATOR WORKSHOP

OBJECTIVE

- To provide owners, managers and supervisors with best practice strategies and tools to create, implement, and sustain a culture of service excellence at their organization

WHO SHOULD ATTEND

- Owners
- Supervisors
- Managers

SESSION DETAILS

- One full day session
- Between 10-20 participants
- Interactive, multimedia format

BENEFITS TO BUSINESS

- Helps create a consistent service standard and culture within the organization
- Provides owners, managers and supervisors with tools to create a customer service vision, strategy and standards to support the organization’s desired customer experience

PROGRAM AT A GLANCE

Building a Culture of Service Excellence is designed to increase customer and employee satisfaction and retention. This workshop provides leaders with proven guidelines, processes, tools and knowledge to build a customer-centric organization and realize the tangible and intangible benefits of a culture of service excellence.

Introduction to “A Culture of Service Excellence”
Explore the components involved in building a culture of service excellence
Define the “Customer Experience”

Creating a Service Vision
Analyze various service visions, their associated values and effects
Discover the best practice guidelines for creating a thriving service vision

Know Your Customer
Uncover and comprehend customer profiles
Identify your organization’s priority customer segments and how to tailor your offerings to enhance the customer connection

Building the Customer Experience
Maximize moments of truth by mapping customer experiences
Develop detailed customer-centric service strategies and standards for your organization

Employee Engagement – The Key to Success
Understand the relationship between employee engagement, customer satisfaction and productivity
Discover best practice strategies to engage employees

Making it Stick–Sustaining a Culture of Service Excellence
Establish continuous customer connections
Measure and recognize success Identify change

Action Plan and Resources