



**LEADING
EMPOWERED
TEAMS
FOR SERVICE
QUALITY**

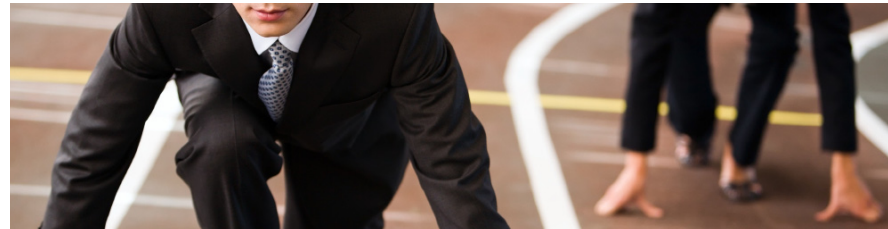
Workshop Objectives

- Provide exceptional service through exceptional management.
- Enable you to meet intellectual and emotional needs of customers.
- Define service standards and communicate to team.
- Provides techniques for providing feedback.
- Learn to recognize areas that create gaps between what they provide and what the customer expects.
- Learn the pathways of becoming more responsive and customer oriented.
- Empower employees to meet customer needs.
- Build trust and empower team members to anticipate and take action to solve customer problems.
- Provide support for team members who choose to be empowered.
- Build teamwork and collaboration.
- Learn how to positively deal with the barriers restricting teamwork.
- Master the tools and techniques to enable self-managing teams on their own work sites.
- Provides tools to focus and energize their teams.
- Learn to create pockets of service excellence within their own control.
- Coach team members to improve performance. Teach participants how to observe critical behavior. Catch employees doing something right and use this positive feedback to motivate employees to provide even better quality service.

What You will Learn

- How to define customer service.
- Eight elements that are essential to good service.

- Identify gaps between actual and ideal service.
- Learn how to master service points and empower your people to anticipate and manage flash points.
- Identification of predictable service points.
- How to make employees "conscious competent."
- How to record their "best manager" experiences.
- Summarizes seven principles of feedback.
- How to give positive feedback that is specific and creates a "mental consolidation" of what was done and why it was effective.
- How to give negative feedback in a way that gets the employee to cooperate in resolving the non-performance problem.



- How to develop a plan for giving feedback to specific employees and a log for tracking results of feedback meetings.
- How to use empowerment in a changing environment where rules don't work.
- Empowerment obstacles and strategies - a technique for reinforcing an employee for taking an empowered action.
- Develop a strategy for empowering your people.
- Learn what works in your organization and what gets in the way.
- Learn how to immediately improve service in your organization.