



Managing Customer Service

The crucial aspect of any interaction is the ability to listen effectively. Listening involves receiving and understanding sound allowing us to respond appropriately through words or actions. However, listening can be challenging due, to factors that may alter or distort the meaning of a statement leading to misinterpretation and discord.

Course Overview

To start the workshop, we will spend some time introducing ourselves and discussing what will be covered throughout the day. Participants will also have an opportunity to share their learning objectives.

By the end of this one-day workshop participants will gain;

- The ability to identify ways in which excellent customer service aligns with your business practices and policies.
- Skills and practices for managers who prioritize customer service.
- Understanding of what engages employees and how to meet their needs.
- Knowledge about who your customers what they expect.
- Strategies for fostering employees and satisfied customers within your business units.

The Six Essential Components of Customer Service

Participants will focus on six aspects of providing customer service;

- Prioritizing customer satisfaction
- Following procedures
- Nurturing a work culture
- Effective problem-solving techniques
- Measuring success and progress
- Reinforcing practices

Understanding Leadership

Next, we will delve into the essence of leadership. We will discuss the Situational Leadership II® model, by Paul Hersey and Ken Blanchard as Robert Greenleaf's concept of servant leadership. Additionally, we will explore techniques, for managing performance and conducting onboarding and orientation.

Five Practices of Leadership

In this session we will explore the five leadership practices outlined in The Leadership Challenge by James Kouzes and Barry Posner.

Workshop Wrap Up

Towards the end of the workshop there will be an opportunity for participants to ask questions and complete an action plan.

Visit <https://paramountraining.com.au> for more information or call 1300 810 725