

Customer Service: Leading a Customer Focused Team

Overview

The need for leading, promoting and enhancing a customer focused culture is essential within government. This workshop will help managers/leaders create customer satisfaction in whatever business units they work within.

Learning Objectives

- Identify ways to establish the links between excellence in customer service and business practices, and policies.
- Develop the skills and practices that are essential elements of quality customer service.
- Recognize who the customers are and what they are looking for.
- Develop strategies for creating customer satisfaction in whatever business units they work within.

Workshop Outline

- Introductions, Learning Objectives and Agenda
- Current Facts About the 21st Century Customer
- Consumer Diversity and Changing Expectations
- Customers are both Internal and External
- Leading Customer Focused Teams is About Communication
 - Characteristics of a Good Communicator
 - The Art of Asking Questions and Listening
 - Elements of our Communication with Others
- Self-Disclosure, Image, Self-Impression Management, Attending, Observing, Frame of Reference
- Dealing with Difficult People and Situations
- Managing the Customer Expectations through Effective Leadership
- Leadership - What it is and is not
- Personal Assessment of Style, Strengths and Weaknesses
- Adapting our Leadership Style to Suit the Situation
- Quick afternoon energizer
- Situational Leadership & Follower Readiness
 - Concepts of Leadership - Managing, Leading and Coaching
 - Honing Both Leader and Team Skills
 - Characteristics of an Effective Team
 - Problem Solving and Decision Making Essentials
 - Basic Team Tools for Improving Business Practices
 - Team Cohesiveness
- Impact, Implications, Getting to a Higher Level
 - Selling Ideas -- Presenting the Results
 - Now What??-Action Plans