

## **Service Leadership**

Written by Administrator

Thursday, 10 March 2011 11:22 - Last Updated Tuesday, 21 February 2012 13:47

---

**The aim of this workshop is to equip you with the skills and confidence to successfully lead and motivate a customer service team.**

**Who should attend?**

Managers, supervisors and team leaders responsible for leading in a customer service environment

### **Benefits:**

By the end of the workshop you will be able to:

- Define the role of the manager in promoting excellent service
- Use customer feedback to set service standards with your team
- Describe your own leadership style and the steps you can take to encourage excellent service
- Provide on-going feedback to team members to encourage high performance
- Recognise the needs of the internal customer
- Develop an action plan to ensure that customer service is constantly improved

### **Course Overview:**

- What is the role of the manager / team leader in promoting excellent service?
- Listening to customers
- Setting and monitoring service standards
- Leadership style in a service environment
- Feedback and motivation
- The importance of the internal customer
- Continuous improvement
- Action planning

### **Style of the Course:**

The course is highly active and participative. During the workshop participants undertake activities, exercises and discussions to help them put what they learn into practice

### **Course Length:**

One day Workshop 09.00 to 17.00 with an hour for lunch.

## Service Leadership

Written by Administrator

Thursday, 10 March 2011 11:22 - Last Updated Tuesday, 21 February 2012 13:47

---

We can run this course for you in-company at favourable rates for 4 or more people. Please contact us on **01628 526535** or [email us](#) .