



289-P26-CE



In-Class



8 hours



EGP 3,300

Course Description:

The need to lead, model, and promote organizational values within a customer service environment is essential for business success. This course will provide participants with opportunities to explore their responsibilities within their role as a leader (supervisor or manager) in a customer service environment.

Target Audience:

Managers and Supervisors

Course Objectives:

- Define the six critical elements of customer service
- Explain how to be a leader

Course Outline:

Module 1: The Six Critical Elements of Customer Service

- The Six Critical Elements of Customer Service
 - A customer service focus
 - Procedures
 - Culture
 - Problem-solving
 - Measurement
 - Reinforcement

Module 2: Understanding Leadership

- Understanding Leadership
- Five Practices of Leadership

Assessment Strategy

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

Course completion will grant participants:

0.6 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None