



MICT SETA accredited ACC/2011/07/066 Est. October 2003

## College Africa Group - Customer Service Training: Managing Customer Service

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

This one-day workshop will teach participants to:

- Identify ways to establish links between excellence in customer service and your business practices and policies.
- Develop the skills and practices that are essential elements of a customer service-focused manager.
- Recognise what employees are looking for to be truly engaged.
- Recognise who the customers are and what they are looking for.
- Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.

### **The Six Critical Elements of Customer Service**

The morning of the course will be spent exploring the six critical elements of customer service:

- A customer service focus
- Defined in your organisation
- Given life by the employees
- Problem solving
- Measure it
- Reinforce it

### **Understanding Leadership**

Next, participants will explore what leadership is all about. Paul Hersey and Ken Blanchard's Situational Leadership II® model will be discussed, as well as Robert Greenleaf's concept of servant leadership. Techniques for managing performance and conducting onboarding and orientation will also be discussed.

### **Five Practices of Leadership**

This session explores the five leadership practices developed by James Kouzes and Barry Posner in The Leadership Challenge.

### **Contact**

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