

“Building Customer Service Teams”

For Switched On Leaders

Duration: 1 day workshop
Fee: \$295.00 (including lunch and refreshments)
Facilitator: Jenny Hemmings

This program is designed to focus on developing Customer Service Teams and the systems for them to thrive in a High Profile Environment. The program will develop and fine tune skills in building and developing teams in a dynamic and changing environment. The program involves interactive workshopping through a series of workable steps and provides a framework for a Positive Team Development Plan.

Learning Outcomes

- The role of Customer Service Teams in building a business.
- The current Customer Service level and the goals desired.
- Understand your current role and its impact on your team/s.
- Fostering and encouraging your team’s Positive Mental Attitude to Customer Service, goal-setting and achievement.
- Setting the teams directions and goals
- Planning to guide and empower the team to meet those goals
- Planning a distinct role for yourself.

The content of this professional development course includes:

- Team dynamics and how this impacts on output.
- Your enterprise type and culture and how this impacts on results.
- Empowerment and the cost/benefits of errors.
- Systems and the value of individuality
- The creation of your personal Team Development Action Plan outline

*The fee of \$295 dollars is for individual Managers and Supervisors who wish to attend a public course. Arrangements can be made for workgroups or associate groups of Managers and Supervisors.

*This one-day program is part of a suite of programs for businesses striving for Communication and Service Advancement. It is one of a series of 6 workshops. Involvement of your business in the Qualifying Program can provide benefits as an Associate Member Business of “**Switched On Business Services**”.

“Switched On Business Services”

This Business Customer Focus Development Program comprises a 4 to 6-step training program that integrates both Managers and Staff into a framework of continuous improvement. On completion of the Qualifying Program the Business may use the “Switched On Business Services” logo as part of their promotional activities.

The “Switched On Business Services” Workshops:

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| 1. Communication Bridges | Managers and Supervisors |
| 2. Building Customer Service Teams | Managers and Supervisors |
| 3. Switched On Marketing | Managers and Supervisors |
| 4. Making Communications Work for You | General Staff |
| 5. Switched On Customer Service | General Staff |
| 6. Switched On Goals | General Staff |

The Qualifying Program

Maxwells Services is committed to assisting with business development. Businesses who are actively involved in developing a minimum of One of their managers in 2 “Switched On” Managers workshops and a minimum of 2 staff members in 2 “Switched On” Staff/Team workshops each and demonstrate the follow up research, planning and actioning of development activities are completed by these members may apply for the “Switched On Business Services Enterprise Award and window sticker.

Switched on Business Services is a member of the Maxwells Services Group of Businesses.

“Your Success is our Goal”