



Service Essentials™ for Managers!

Inspire Managers to Inspire Staff!

Help your managers to create an energizing environment for staff members. This comprehensive training process will enable managers to build the infrastructure for excellent service.

Incorporating the DiSC® Personal Profile instrument - Service Essentials™ for Managers gives managers and supervisors the tools to create an environment for clearly defined and well - communicated work expectations.

Topics Include:

- **Inspiring People**
Generate a Spirit of Service, Developing your People, Leading by Example, Building Trust, Focusing the Organization on Customer Needs
- **Managing Feedback and Communication**
Build systems for getting customer and staff feedback, Create strategies for responding to feedback, Generate positive energy through feedback
- **Measuring Service**
Set up measures for service areas that are important to your customers, Build measurement into organizational and staff performance, make measurement fun and motivating for everyone
- **Recognizing Excellence**
Build service excellence into performance, Energize staff to delight customers through effective recognition.

What RESULTS can you expect from Service Essentials™ for Managers?

- Internal customer service practices increase morale and reduce turnover
- Company image represent highest of service standards
- Positive word of mouth about your service increases sales
- Increase productivity through a positive work environment

This program can be trained by someone in your organization:

The Service Essentials™ Trainer's Kit includes all tools and information to train the program in-house. The Trainer's Kit includes:

- **Facilitator's Guide** – including a step-by-step script for the novice trainer, check list, and trainer's tips to ensure a successful learning experience
- **Transparency masters, Participant Manual, Essential Practices Card.**

Why use Service Essentials™ for your customer service training needs?

Energizing

- Participant's interaction and real world experiences are built into the learning process. Service Essentials™ is an enjoyable experience resulting in a renewed focus on internal and external customer service.

Cost Effective

- Train-the-trainer option for delivery.
- Licensing agreement materials for large groups.

Easy to schedule training

- Two full-day or four half-day sessions.

Customizable

- Case studies may be customized to demonstrate service issues directly related to your business.

Behavior Based

- Individual assessment and action plans included for improvement in every essential customer service practice.

Reinforcement

- **Essential Practices Card** – a summary card of critical skills to be kept handy by each employee in the work place.
- **Personal development plans** may be built into your performance management system.

For more information please contact:

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DiSC® Dimensions of Behavior

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