

Coaching World-Class Service (1 Day)



Coaching for World-Class Service is a full day program to transfer essential skills for assisting and encouraging employees to continually develop and perform at peak levels. The principles are based on the principles outlined in Shaun Belding's book, "Winning with the Employee from Hell - a guide to coaching and motivation."

Participants are introduced to effective live-environment coaching tools, and the four-part strategy of Setting objectives: Observing behavior, Assessing performance and Responding to performance.

This workshop also introduces techniques for establishing motivating, non-negotiable performance standards, which aid managers, supervisors and team leaders in maintaining consistently high customer service levels.



Outcomes

Participants will:

- ❑ Consistently ensure a positive workplace environment
- ❑ Set and maintain high service performance standards
- ❑ Develop employees who are not up to standard
- ❑ Recognize and motivate high performing employees



Who it's for

- ⦿ New supervisors and team leaders
- ⦿ Experienced managers
- ⦿ Senior managers & executive team

Methodology

- Instruction
- Interactive exercises
- Workbooks



Key Learning Points

- ☑ Strategic employee development fundamentals
- ☑ Creating non-negotiable performance standards
- ☑ Setting consistent performance goals
- ☑ Maintaining motivation

Group Size:	5 - 12 per group
Program Length:	6.5 hours instruction
Program Format:	Interactive workshop
Pre-work:	No
Certificate:	Yes



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