

Certified Customer Service Leader



October 22/23/24, 2009

3 days Workshop

WHO SHOULD ATTEND

Leaders, managers and supervisors who want to master the skills critical to nurturing a service culture. Service champions who want to improve their coaching and reinforcement skills and attitudes.

About Course Leader



Rony Klayani is a Distributor for Service Quality Institute USA, in the GCC and MENA region. He holds a Masters in Business Administration, in addition to Special Business Certificates from Service Quality Institute – Minneapolis, USA (Certified Customer Service Trainer (CCST) - SQI Concepts & Products Training). Rony Klayani has remarkable background in Market Research, PR and Marketing, in addition to different consultancies and conducted seminars in Quality Management System Implementation and Business Training.

PURPOSE OF THE WORKSHOP

Equips team leaders with the skills needed to establish purpose and direction.

Builds spirit, passion and commitment. Teaches how to focus and energize their teams.

Establishes clearer standards for quality customer service.

Builds strong commitment to meeting customer needs.

Increases teamwork and collaboration toward shared service goals.

Increases awareness of customer needs.

Improves communication and cooperation with employees.

Develops proven skills to problem solve and timely action on customer service issues.

Learn techniques for continuous quality improvement in service delivery and teamwork.

Register Today

www.compliancealert.org

www.kaizee.com

Fax: +961 9 477748 / + 961 1 787049 - Email: info@kaizee.com / training@calert.org

DAY ONE: 9:00 AM - 15:00 PM

LEADING EMPOWERED TEAMS FOR SERVICE QUALITY

09:00 Registration

09:15 A. Module One: Introduction

- Course Objectives
- Action Plan
- Achieving Excellence Through Customer Service
- Bfo-Blinding Flash Of The Obvious

09:45 B. Module Two: Quality Service Defined

- Superior Quality Service Defined
- Keys To Quality Service
- Defining Service In Terms Of Customer Comfort
- Service Levels Gap Analysis

10:45 Break

11:00 C. Module Three: Service Points And Flash Points

- Introducing The Concept Of "Critical Impressions"
- Introducing The Concept Of "Service Points" And "Flash Points"
- The Changing Environment
- Introducing The Conscious Competence Model

12:00 D. Module Four: Introduction Leadership

- Best Leader
- Service Quality Leadership

13:00 Lunch

14:00 E. Module Five: Quality Service Standards

- Difference Between "Activities" & "Results/Outcomes/End States"
- Defining "Results/Outcomes/End States"
- Defining Your Own "Results/Outcomes/End States"

14:20 F. Module Six: Feedback

- The multiple forms of Feedback
- The essential Elements of Feedback
- "Catching Somebody Doing Something Right" Technique
- Confronting Non-Performance / Support Conversation Skill Set
- Key Learnings and Action Plan

15:00 Adjourned

DAY TWO: 9:00 AM - 15:00 PM

LEADING EMPOWERED TEAMS FOR SERVICE QUALITY

09:00 G. Module Seven: Empowerment

- Gaps
- Purpose
- Pockets Of Excellence
- Empowerment Obstacles
- Obstacle Strategies "Calling The Issue"
- Employee Interview
- Empowerment Support Interview
- Action Plan

10:45 Break

11:00 H. Module Eight: Teamwork

- Creating Times To Implement Ideas
- Managing Our Time
- Team Building In A Changing Environment
- Essential Elements For Productive Teams
- Rules For Good Teams
- Action Plan

13:00 Lunch

14:00 I. Module Nine: Action Planning

- Summary
- Gap Analysis
- Critical Success Factors For The Job
- Closing Statements

15:00 Adjourned

INSTRUCTIONAL METHODS

- a- Teaches skills through interactive modules and emphasizing hands on experience.**
- b- Activities, exercises, and learning examples that emotionally change attitudes and behaviors.**

Reinforcement Tools

- a- Achieving Excellence Through Customer Service book (362 p.)**
- b- Participant Guide (97 p.)**

DAY THREE: 9:00 AM - 15:00 PM**FEELINGS – MASTERING THE ART OF CUSTOMER SERVICE****09:00 A. Module One: Understanding Why People Do What They Do**

- Quality Service Excellence Concept
- Why People Feel The Way They Do About A Particular Company
- Significance Of Quality Service
- How Attitudes Are Perceived By Customers, Coworkers, And Families
- Who Is Your Customer
- Attitudes Toward Customer Service
- Positive And Negative Communication
- Positive Feedback

10:45 Break**11:00 B. Module Two: The Effects of Positive & Negative Communication**

- Quality Service Observer
- The Consequences Of Using Negative Communication
- The Value Of Self-Esteem In Communicating
- Demonstrate The Use Of Positive Communication
- Telephone Techniques
- The Use Of Listening As Positive Feedback

13:00 Lunch**14:00 C. Module Three: The Art of Satisfying Customers**

- Develop Familiarity With The "How-To" Of Performance.
- Various Types Of Learning As A Tool To Deliver Positive Communication
- When It Is Appropriate To Make Promises
- Know How To Handle A Variety Of Problem Situations
- The Problem Of Too Much Knowledge
- Techniques For Changing A Dissatisfied Customer Into A Satisfied One

14:40 Certificates**15:00 Adjourned****INSTRUCTIONAL
METHODS**

- It is designed to be very fun and entertaining, and to focus on basics and fundamentals.**
- Experimental learning allows for group participation and interaction, the most effective way of learning skills and changing behavior.**

**Reinforcement
Tools**

- A thoughtfully planned 110-128 page workbook**
- Quality Technique Card**
- Customer Service Performance Standard**

For Registration, please complete the below form and send it by

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Registration Form

**Certified Customer Service Leader (CCSL)
October 22/23/24, 2009 - 9:00 AM - 15:00 PM
Venue: Holiday Inn Dunes-Verdun, Beirut-Lebanon**

Name	
Job Title	
Employer	
Address	
Contact Details	
Work Phone	
Mobile Number	
Email Address	
Course Title	Certified Customer Service Leader (CCSL)
Date Offered	October 22/23/24, 2009

Course Fees

- USD 998 / 3 Days Workshop, followed by Certificate of Completion

- Payment:

1- By Bank Draft Favour KAIZEE

**2- Credit KAIZEE sarl - A/C No. 672726 with Bank of Beirut sal,
Justice Palace Branch - Beirut Lebanon. Swift Code BABELBBE.**

Cancellation Policy

If a registration is cancelled within the 8-day period before the first day of the course, no refund of the course fees will be made and any unpaid course fees will be due.