

Advanced Customer Service: Level 2: 5-Day Course

Enhanced Customer Service - Day 3

Overview

This enlightening and challenging course reveals how effective time management can reduce stress, utilize the hours in the day and strengthen the trajectory of your career. The conversation starts by analyzing time and how easily it gets lost. Participants then learn how to focus on improved time management skills like how to accommodate new priorities within a current reality of deadlines. The course continues with participants targeting their goals giving a clear direction for themselves and their team. By the end of the day, using the practical exercises, tools and strategies, participants will approach their workload with smart strategies and a single mindedness. Regain control of your time.

Pre-Course Activity

Senior leaders will be asked to complete a time log for a minimum period of two days before the workshop. This will help to establish how they currently spend their time while identifying opportunities to put into practice the tools, tips and techniques in their role.

Objectives

By the end of this course learners will be able to:

- Set urgent goals to help focus on objectives and key areas of responsibilities
- Establish and overcome the causes of poor time management
- Effectively deal with time ‘bandits’
- Prioritize tasks and handle the unexpected
- Plan ahead and minimize the demands and pressures of the job
- Enhance the effectiveness and overall performance of the team in order to meet targets and achieve task-orientated goals.

The Content

1. Prioritize

- Get organized - What are your responsibilities and priorities?
- Seven key criteria for prioritizing
- Problem solving and decision making to save your time
- Partner with technology

2. Plan

- Proactive planning evaluation
- Define your personal time-bandits
- Break indecision, procrastination, and other negative time habits
- Create an “I must do this” attitude

3. Establish Goals For Yourself:

- Set your SMART goals
- Link performance commitment goals to personal development goals
- Strategies to keep focused on achieving short-term and long-term success

4. Establish Goals For Your Team:

- Set goals that create a sense of urgency
 - Set team and individual objectives and link efforts to team and organizational goals
 - Manage workload expectations and resistance to new objectives
 - Support teams and individual members to believe in their own capacity
4. Manage Your Communications
- Control and manage your email, drop-in visitors and phone calls
5. Take Control of Your Time
- The benefit and process of delegation – The four D’s
 - Manage your stress
 - Review tips for working on the move

Materials

Senior leaders will take away a practical time management handbook to remind them of the key skills and techniques from the course. It includes a time log and action plan to foster implementation back on the job.

Upon Completion

A post training evaluation and course questionnaire will be administered. Within three business days a certificate of completion will be emailed to POC or participant.