

Advanced Customer Service: Level 2: 5-Day Course

Performance Management - Day 4

Overview

One of the best ways to create a customer centric environment is for senior leaders to learn the guidelines and best practices of performance management. This highly proven course provides senior leaders with the essential skills and knowledge to manage and motivate other people to achieve their best performance. It includes effective communication skills in writing emails, verbal and non-verbal communication, and having critical conversations.

Participants explore the link between high performing individuals, teams and their business. They learn how to set customer service goals, and create team projects that set and exceed exceptional customer service standards. Leaders develop feedback skills, and techniques for handling difficult or demotivated people; they also learn how to celebrate success. Each module is specifically designed to help leaders understand, gain and experience these skills quickly and easily.

Performance management includes developing individuals and setting career pathways that enhance customer satisfaction. Research shows that one of the characteristics needed to make a relationship effective is acceptance. When leaders start to work with the fact that people are different, judgmental and there is no such thing as 'common sense', they develop performance management skills where teams feel encouraged to trust each other and collaborate to promote Super Service.

Pre-Course Activity

Senior leaders will be asked to think about the way performance is currently handled in your workplace, what they like and dislike and specific situations they would like to discuss on the training course.

Objectives

By the end of this course senior leaders will be able to:

- Understand the link between effective performance management and results
- Create, build and reinforce effective writing skills for ease of the reader
- Set, monitor and measure performance against agreed goals
- Run appraisal meetings to encourage development opportunities
- Understand how to develop individuals and provide career pathways
- Confidently deal with difficult performance issues positively for all involved.

The Content

1. Effective Writing

- Job specific
 - Be reader minded
- Communications and email
 - Write convincing, persuasive messages

- The six principles of effective writing
 - Proper use of form
- 2. Effective Verbal/Non-Verbal Communication
 - Questioning techniques
 - Overcome barriers to ensure your communications get the right results
 - Define feedback and how to give constructive feedback
 - Overcome people problems and difficult situations - work towards positive results
- 3. Lead Conversations
 - Recognize strengths and develop individuals' potential
 - Inspire commitment to deliver a superior standard of customer service every day
 - Maximize and maintain input and motivation - build the desire for results
- 4. Set Goals for Customer Service
 - Characteristics of good objectives
 - Five basic needs of any job holder
 - The learning styles and why it's important to understand
 - Your role in the learning process
- 5. Accountability to Provide Customer Service
 - The performance review meeting plan
 - Performance criteria and review

Materials

Senior leaders will take away a practical workbook to reinforce ongoing key skills and techniques.

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.