

SERVICE EXCELLENCE STARTS WITH ME !

// MANAGEMENT

Duration A 16 hours course spread over 2 days

Target audience All team members

Number of delegates Minimum 10 delegates and maximum 20 delegates

COURSE BACKGROUND

Organisational Culture can be defined as the shared assumptions, beliefs and norms of a group-These are powerful influences on the way people live and act within an organisation. Culture is particularly important when attempting to manage organisation wide changes- however these take time and the process may be challenging along the way. Understand the inter departmental customer-supplier relationship that exists within a company and find ways to smoothen the transactions at the interface to serve your external Customers faster and better

COURSE OBJECTIVES AND CONTENT

- Reinforce the Company's Vision, Mission and Value and ensure that there is a common understanding of these key elements among team members
- Determine what the team members perceive as the current company culture and establish the gap between "ideal" and "current" as well as list down the possible obstacles
- Establish the role of each individual within the service chain and determine their responsibilities
- Assess the level of service being provided by each individual to their internal customer
- Through adapted case studies, develop an innate understanding of the concept of Accountability
- Explain the key role played by intra and inter-departmental Communication and determine the various barriers through interactive games and case studies around the principles
- Using a diagnostic tool, identify areas for improvement within teams and ways to address them- Through games and activities, use the diagnostic tool to build effectiveness and achieve results

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