

CUSTOMER SERVICE FOR LEADERS

10-17-18-31.10.2022 & 1.11.2022



- Leading Customer Focused Organizations
- Mastering Competencies for Customer Service Leadership
- Guiding Customer Focused Teams: Advanced Skills in Customer Service Leadership



REGISTER NOW



This new advanced program, addressed to senior leaders within the Customer Service Function and across industries and market sectors, is highly informed by contemporary developments and research into customer service and workplace culture trends. In addition, it is also informed by psychological research, global cultural trends and cutting-edge concepts, practices and skills. By using a blend of creative group exercises, interaction and theory, participants will acquire new knowledge and will have the chance to practice advanced skills for dealing with customer service challenges and elevating workplace culture.

The Program unfolds around three core pillars: Culture, Competencies and Team Skills

A. Leading Customer Focused Organizations (12 hrs)

- The new era: Customer service Vs Customer experience
- Changes in workplace culture: The importance of Proactive Customer Service
- Quant & Qual Goal setting methodologies for Customer Service agents
- How to measure skills, attitudes & competencies

B. Mastering Competencies for Customer Service Leadership (12 hrs)

- The cost of unresolved conflict in business
- Introduction to conflict theory – psychology of conflict
- Workplace dynamics and conflict roots
- How to create sustainable relations in the workplace
- Dispute prevention

C. Guiding Customer Focused Teams : Advanced Skills in Customer Service Leadership (8 hrs)

- Narrative Intelligence: Using storytelling to understand and advance workplace culture and create more compassionate workplaces (Narrative Psychology)
- Dialogical skills and the Dialogical Leader. Improving the dialogical dynamics of our team (Dialogical Theory)