

Service Leaders in Action

Who should attend

Service Leaders,
Managers, Heads of
Department

Duration

2+2 days
(32 hours)

Program Fee

S\$1,700.00 per participant
(Lunch is provided)

SDF funding:
\$2/ hour (non-SME)
\$4/hr (SME)

Course

Cancellation

In the event that
participant cannot
attend the event,
substitute delegate
is allowed.

There will be no
refund for
cancellation

Course Aim

At the end of the course, the trainee will:

- Develop "customer-focused" mindset and leadership
- Create greater self-awareness as leaders/role models
- Be equipped with fundamental knowledge of the principles and dimensions of service excellence

Course Outline

Topic 1 – Big Picture

- Aligning service with strategic direction
- Articulate and communicate service direction

Topic 2 Service Mindset

- Impact of belief and values on the formation of service mindset
- Self reflection and motivating staff using 4C[®] service mindset

Topic 3 – Service Leadership

- Enhancing the self image of service leaders
- Managing supportive system and settings for service

Topic 4 – Service Principles and Dimension

- Principles to achieve service excellence
- Understanding the dimensions of service excellence

Topic 5 – Leaders in action

- Simulated service scenes for role-plays
- Service leadership in practice
- Action plans to implement learning to workplace

Training Methods

- Lectures
- Experiential learning activities
- Group discussions and actual work discussions
- Role-play

Unique Benefits

- Simulated environment for participants to self-reflect on their service attitude and leadership
- Coaching by experienced practitioners in the area of service implementation during action planning session
- Tele-communication consultancy services within 1 week after course completed

ServiceWorks

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You may register by
downloading the registration
form and send it to us through:

- 1) Email
- 2) Mail
- 3) Phone
- 4) Fax