



QUALITY SERVICE SKILLS – COACHING



About

AchieveGlobal

AchieveGlobal helps organizations translate business strategies into results by improving the performance of their people. Clients worldwide rely on AchieveGlobal's proven expertise in leadership development, customer service, and sales effectiveness. Implementing research-based learning solutions, AchieveGlobal empowers clients to successfully develop leaders and acquire, grow, and retain profitable customer relationships.

With 75 offices in 42 countries—and programs and services in more than 40 languages and dialects—we can work with our customers virtually anywhere in the world. We welcome the opportunity to work with you too.

In a recent AchieveGlobal study, 80 percent of the customers surveyed claimed they would stop doing business with a company if they were unhappy with its service. Nearly 70 percent said they'd spread the word about their dissatisfaction. These findings support what many organizations have already discovered: Superior customer service is more than just nice to have. It's a competitive necessity.

Other elements that help your organization to achieve and maintain performance results include a Coaching program that shows your service managers how to support your service staff's skill-use on the job; a Follow-up component that offers service providers critical reinforcement of the skills and concepts learned in the Core program; and Train-the-Trainer workshops to train your seminar leaders.

With *Quality Service Skills*, your organization won't just differentiate itself from your competitors, it will move strides ahead.

The Quality Service Skills Coaching seminar is based on the following ideas:

- Coaching is an essential ingredient of the training process. It helps ensure that service providers continue to use and refine the skills and concepts they acquired in QSS, long after the seminar is over.
- The nature of the coaching service providers receive affects not only their ability to satisfy customers, but their motivation and willingness to do so.
- Effective coaching involves the ability to observe and communicate about performance, as well as a developmental and collaborative attitude.

The seminar focuses on the skills and attitudes supervisors and managers need to have in order to inspire and guide the performance of their people. It also suggests activities coaches can use to keep the spirit of Quality Service Skills alive.

Benefits of Quality Service Skills - Coaching

Service managers acquire the skills and concepts necessary to support their people in achieving higher levels of service. In four half-day modules, participants learn to:

- Objectively evaluate their service staff's skill use on the job
- Build a game plan for integrating coaching back at work
- Offer timely, accurate feedback on service providers' performance and use of the QSS skills
- Plan—and conduct—in-depth coaching conversations targeted at service providers' long-term performance improvement
- Encourage service providers' use of quality service skills with a variety of creative techniques and activities

Program Specification

Audience:- Service Managers

Class Size:- 12 to 15 participants

Length:- 2 days

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