



Insights® Service Excellence

Customized learning solutions
Transforming your individuals, teams and organizations

Achieving sustainable competitive advantage for your organization relies on the ability of your people to deliver excellent customer service.

Insights Service Excellence Program enables you to delight your customers by:

- Enabling your people to develop outstanding relationships with each unique customer
- Providing the skills and knowledge your people need to be more effective at all stages of the customer relationship
- Leveraging the unique strengths of each of your service providers to create a mindset and ability to connect with each customer
- This inspiring approach to service development remains effective long after any training intervention is over, providing lasting benefits to your organization

Program Summary:

- A practical and interactive program that develops a service attitude, knowledge and skills in service providers
- Inspiring and engaging in both content and delivery
- Knowledge, skills and job aids can be applied quickly and easily back on the job
- The program respects that each service provider has unique strengths that help them develop relationships with their customers

Our Service Excellence Solution

Insights into Service Excellence is an interactive, engaging program of development for Service Providers and their Managers. The program can be offered in a variety of formats: half-day, one-day or two-day, based on the needs of your unique business.

The program uses best practices in adult learning – small group work, personal reflection, discussion and case study to ensure the content is relevant and transferable to the workplace.

The Insights Discovery Personal Profile is integral to the program, allowing individuals to explore their preferred communication style, and how to adapt this style to build powerful relationships with their customers.

Fully customizable to the needs of your organization, key topic areas can be explored more deeply, as your team's skills develop:

- Recognizing Type
- Adapting and connecting
- Developing a positive attitude
- Influencing
- Building relationships
- Building rapport

Insights into Service Excellence

Looking at service delivery through the lens of the Service Provider, we discover:

- What is Service Excellence?
- Steps to personal effectiveness in service delivery
- Understanding customers: clues from body language, verbal style
- Building rapport with diverse customer styles
- Stress and the Service Provider
- Communication skills – listening and connecting
- Personal accountability
- What's holding your organization back from 'moving to the next step' of Service Excellence?

Insights into Leading Service Excellence

Looking at Service Excellence through the lens of the manager:

- How do you help your people understand what 'great service looks like'?
- Recognizing stress clues in your people and your customers
- Communication skills – listening and connecting
- Developing a culture of personal accountability
- What's holding your organization back from 'moving to the next step' of Service Excellence?

Insights into Service Excellence can help your organization take service to the next level.



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