

Motivating Your Service Team

This motivational 3- day workshop is bursting with tools and techniques that are guaranteed to help you develop and inspire a team of successful customer service experts.

HIGH-LEVEL LEARNING

- » To ensure all team processes meet and exceed customer expectations
- » Clarify what motivation actually is
- » Develop communication strategies that build profitable relationships and increase team satisfaction.
- » Identify your team members needs and learn how to play to their strengths
- » Manage and reward individual and team performance in a way that creates an environment of high support and high challenge

YOU WILL LEARN

- » Understand how you influence your team's motivation so that you can build on the skills needed to gain their unconditional trust and respect
- » Create the role profile for a successful leader enabling you to benchmark your current performance
- » Explore relationship building techniques that have been proven to increase staff retention and motivation
- » Develop a leadership style that builds on your strengths and influences competence and compliance.
- » Introduce delegation and empowerment tools that will provide you with opportunity to maximise your teams performance and potential
- » Build robust communication strategies that keep you and your team up to date with organisational change and progress
- » Recognise your own communication style and work with communication tools that will help you to gain team buy in
- » Practise coaching skills that develop team ownership and independence