



Organisational Culture Development

Excellence in Client Service

Contact time: 6 x 1-hour professional development sessions

Program Duration: 6 Months (1 session per month)

By running the program over 6 months (or 6 weeks) a cultural change or habit can be initiated.

Session length: 60 minutes

By ensuring each session is concise and interactive the learner experience is buoyant and highly focussed.

Learning Journals: Continual focus on achieving a change in behaviour

By using a learning journal that spans the entire duration of the program, a continual focus on application of the techniques and behavioural change can be achieved for 6 months, this can result in a change in culture.

Content: Leveraging our partnership with Thomson Learning, content will be drawn from the globally recognised CRISP Professional Development series and augmented by case studies and theory as required from 2006 Tertiary Text Books used by Australia's leading Universities.

Program Structure:

3 phases:

Phase 1 – Understanding what professional customer service means

Session 1: Principals – Quality Client Service

Session 2: Customer Satisfaction

Phase 2 – Communicating the message effectively and professionally

Session 1: Customer contact using the written word in the Information Age

Session 2: Professional Telephone skills and etiquette

Phase 3 – Ongoing Management and continual improvement

Session 1: Dispute resolution

Session 2: Customer Service Management and Continual Improvement

Post Course: Review of Learning Journals

To assess organisational improvement, identify successful learning outcomes, common learning needs and areas for improvement in subsequent learning programs.

Phase 1.

Session 1:

Quality Client Service

This lively session hits all the buttons using exercises and case studies to help employees improve their ability to present a positive attitude, how to read customer needs and how to fulfil those needs.

Session 2:

Customer Satisfaction

This engaging session offers skills and techniques to improve customer focus culture and techniques within the organization.

Phase 2

Session 1:

Customer Service in the Information Age

This session explores techniques on adding the personal touch as customer contact methods become more remote and increasingly more diverse (Email, Website, Self Service, phone, in person).

Session 2:

Professional Telephone Skills

Your company's reputation is on the line – literally, make professional telephone manner a standard through your organization.

Phase 3

Session 1:

Calming Upset Customers

Handling disputes is a sophisticated skill, but it can be learned. In this session we will examine and try some successful techniques.

Session 2:

Managing Quality Customer Service

This session considers the importance of continual improvement. These principals are critical to gaining and maintaining a dynamic workplace with a competitive edge, the session will provide examples of applying quality systems to client service in professional services.

Post Course: Review of Learning Journals

To assess organisational improvement, identify successful learning outcomes, common learning needs and areas for improvement in subsequent learning programs.

Investment:

\$5280.00 inc GST for 6 sessions program (maximum of 30 people per session)

Lesson Structure

Section	Details	Time
Introduction to the program	<p>Week 1: Introduction to the program and today's topic.</p> <p>Subsequent weeks: Quickly cover previous session topic, offer link from one session to the next. Solicit examples of last month's session in practice in the workplace.</p>	5 minutes
<p>Awareness In this part of the session students will gain clarity on the topic through a modified lecture presentation.</p>	<p>Modified Lecture Modified lecture is a formal delivery of information, with encouraged audience participation.</p>	15 minutes
Action	<p>Group activity exploring the concept using a variety of interactive approaches. Depending on the topic and group size/dynamic. Methods used will include role play, group work, critical analysis of case studies, brain storming etc</p>	20 minutes
Application	<p>In a facilitator-led group discussion people will be encouraged to offer examples of how the concepts focussed can be applied to their workplace. Finally they will be encouraged to write down at least one example of an aspect of their job that they could improve using the topic explored in that session. This will be noted in a 'learning journal'. This journal will span the entire program. In the final session, participants will be encouraged to look back over their journal and reflect on the cumulative learning over the 6 month period.</p>	15 minutes
Review of this session and close.	<p>Facilitator re-caps the session, and describes the following session's topic. Students provide feedback/evaluation of the session.</p>	10 min first session

Sample Learning Journal Layout

Key elements: Simple and fast to complete

Learning Journal of: Paul Findlay

Job Role: IT Support

Course Number 1: Time Management & Prioritisation

The Most useful technique I learnt:

Assessing each new in the Important & urgent, Important Not urgent, urgent Not Important and Not Important Not urgent categories.

I plan to use this:

Each morning when I am planning my to-do list

*I actually **did** use this in the last month in the following way:*

Each time I received a support request, I managed the client's expectations by considering their request using the same principals.

Course Number 2: Negotiating and managing expectations

The Most useful technique I learnt:

I plan to use this:

*I actually **did** use this in the last month in the following way:*

Course Number 3: Email Etiquette

The Most useful technique I learnt:

I plan to use this:

*I actually **did** use this in the last month in the following way:*
