



Customer Service Leadership For Tribal Businesses

Exceptional customer service is the only thing that will differentiate your business from your competition. In order for a business to grow, it is essential to develop a strong customer-focused culture.

Customer Service does not only apply to the external users of your organizations products and services; it also applies to the people in your organization. Directors and Managers set the stage for customer service excellence. This comprehensive training process will build the infrastructure for excellent service within your Tribal Business. Energize your Managers to create an environment through service by motivating, training, and enabling their employees to deliver excellent customer service.

Benefits of this Customer Service Workshop include:

- An improved understanding of the value and importance of customer service.
- Improvement in the ability to handle customer concerns
- Improved understanding of the importance of providing timely and positive feedback
- Improved ability to work as a team and resolve conflict
- Improved communication and listening skills

Module 1

Service Essentials For Managers

Management's role is to model essential practices that are exemplary for the front line staff. Your managers will master the following essential practices:

- Generating a spirit of service
- Leading by example
- Developing your people
- Building trust
- Focus the operation on customer needs

Module 3

Managing Feedback

Organizations known for customer service excellence take feedback from customers and front line staff seriously! Your managers will master the skills to manage feedback and communication thus improving your service and your business.

- Create strategies for responding to feedback
- Generate positive energy through feedback
Demonstrate giving and receiving positive and constructive feedback.
- Demonstrate the ability to take charge of outcomes when conflicts arise, and respond to them in a way that facilitates problem solving.

Module 2

Effective Communication Skills

Get Results in Team or Project Oriented Environment with Effective Interpersonal Communication Skills for Tribal Businesses.

- Analyze personal communication skills in the workplace and demonstrate how to respond appropriately to the communication styles of others.
- Recognize barriers to good communication and choose effective techniques to overcome them.
- Craft effective and professional memos and email messages.

Module 4

Recognizing Excellence

Staff recognition is often the first to falter when the going gets rough. Many times managers don't have the skills or the time to recognize others. Your managers will master the skills of recognition, both formal and informal, and create strategies to build excellence into performance.

- Identify what people value about working for you
- Develop service standards and build them into jobs
- Energize staff to delight customers through effective recognition