

Module 1

Service Management

This module provides participants a solid command of the key levers associated with service excellence. Moreover, this content provides a foundation for the Advanced Service Leadership Module.

All team members with a hand in service design and delivery from the CEO to front line management, benefit from sharing a common foundational language pertaining to the tools in the “service toolkit” and how best to leverage them.

The Service Management Module provides this common foundational language, as well as the practical tools to design and deliver service on an operational level.

At the conclusion of this learning experience, each attendee will receive a ***Certificate in Service Management***.

Themes

Presentations

Understanding
How to Excel
at Service

Excelling at Service by Closing the Gaps

Designing
the Service
Experience

Blueprinting the Service Experience

Delivering
the Service
Experience

Delivering Service Excellence
Through People and Technology

Implementing Best Practices
in Service Recovery

Listening to and
Responding to
the Customer

Hearing the Voice of the Customer

Measuring and Managing Service
from the Customer’s Point of View

“The Center for Services Leadership session was exactly what I needed to help me succeed in my current role and to help me achieve the next step in my career.”

Dan Forry, Cardinal Health

