

Although delivering service excellence is at the top of over 50% of strategic agendas, customer loyalty is on the decline.

Increasing client retention is one of the most effective growth and profit improvement strategies that exists and yet few organisations are able to manage service in a way which delivers the results they are looking for.

For 3 ½ hours per week for 3 weeks, **Innergise Service** provides leaders and managers with the understanding, tools and motivation to exercise their financial potential through service.

Programme Objectives

To enable leaders to transform and develop service excellence within their team and organisation through:

Understanding and knowledge

- See the challenge of managing service
- How world class organisations get it right
- Determine the pitfalls to avoid
- =

Developing the skills to make it happen

- Establishing customer needs
- Creating a framework which delivers excellence
- Integrating the approach into the organisation
- Measuring and success

Content Overview

Session 1: Developing the platform

- Understanding service and client loyalty
- Calculating the return and cost of service excellence
- Managing customer expectations
- Determining customer needs
- Gaining customer feedback

Session 2: Sticking it all together

- Service mapping
- Developing customer led standards
- Prioritising service improvement
- Empowering the frontline
- Innovation in service
- Aligning lean processes and systems

Session 3: Service leadership

- Service leadership and engaging the team
- Celebrating success
- The internal customer
- Making it stick