

Customer Service – Team of Choice

Imagine Becoming a Team of Choice

Program Highlights:

Employees want to work for teams where everyone knows the goal. People love the predictability. Employees desire to work for a team where members work cooperatively to achieve results. This course will help you develop the plan to enable this type of team interaction. We'll discuss how to create a team where creativity is respected. At the end of the program, you'll be given time to start creating your own plan. The instructor will help you create a plan where the commitment to success is obvious.

Who Should Attend:

Managers of customer service personnel are best suited for this course.



Benefits:

- Implement phase in process to create a team of choice
- Create plan to become the team of choice



Stand Out!

Course Outline

	DESCRIPTION
UNIT 1: Steps to Becoming the Team of CHOICE	<ul style="list-style-type: none">• How to gain commitment for success• Check• Hear• Open• Involve• Check Again• Enrich
UNIT 2: A Typical Plan	<ul style="list-style-type: none">• Why are plans important• Discuss the phases of planning• Team checkup• Building the team approach• Walking the talk• Continuous improvement
UNIT 3: Create Your Own Plan	<ul style="list-style-type: none">• Start creating your own plan• Get instructor help creating your own plan