

Coaching for Stellar Service™ 16 Hour Workshop

Service providers are only as effective as the leaders who develop, guide, recognize and share their commitment to stellar service.



Coaching for Stellar Service™ is the supportive workshop of the Achieving Stellar Service™ Experiences system.

It's not just coaching, its service coaching. When service providers are aligned with their leaders and working toward a shared goal, they work harder and become more loyal. Coaches, in turn, find such a loyal, motivated workforce invigorating. That win-win cycle provides return on your training investment over and over again.

The service coaching skills were adapted from modules of AchieveGlobal's popular Leadership for Results™ system. AchieveGlobal has taught these same skills to millions of participants in leading organizations around the world.

During the workshop, participants will participate in a variety of engaging individual and group activities, partner discussions, video demonstrations, role plays, and large-group discussions. They have fun as they gain familiarity and confidence with the new concepts and skills.

Content & Outcomes

Reaching for Stellar Service™: Coach's Version 4 hours

The purpose of this module is to explore the value of stellar service and the role of service coaches in helping service providers achieve it. Participants will be able to:

- ★ Describe what stellar service is and the challenges of delivering it.
- ★ Discuss the benefits of customer loyalty to the service coach, the organization, and customers.
- ★ Explain the importance of the service provider's role in building customer loyalty.
- ★ Find and take advantage of key defining moments in customer interactions.
- ★ Identify and discuss the three dimensions of service.
- ★ Describe and apply four key qualities that customers—both external and internal—expect from stellar service.
- ★ Use the four key service qualities to evaluate and improve the service that is delivered.
- ★ Communicate and reinforce expectations for stellar service with others.

Developing Others for Stellar Service™ 4 hours

The purpose of this module is to provide service coaches with skills for developing others, helping service providers expand their capabilities so they will have the confidence to make decisions and solve problems on their own. Participants will be able to:

- ★ Describe the role of a service coach in developing others.
- ★ Explain how developing others can benefit the customer, the service provider, the organization, and the service coach.
- ★ Recognize the challenges in developing others and apply skills to overcome them.
- ★ Identify and apply opportunities to develop the service skills and capabilities of service providers.
- ★ Demonstrate a set of key actions for developing others.
- ★ Demonstrate a variety of listening and asking techniques that will help others feel confident in their own decisions.
- ★ Conduct focused conversations with service providers that result in action toward improved service.

Giving Constructive Feedback for Stellar Service™ 4 hours

The purpose of this module is to provide service coaches with skills that will let them give constructive feedback in a way that builds mutual respect and promotes problem solving and learning.

Participants will be able to:

- ★ Define and describe constructive feedback.
- ★ Identify opportunities to give constructive feedback on service issues.
- ★ Recognize the benefits and challenges of giving constructive feedback.
- ★ Evaluate their current level of effectiveness at giving constructive feedback.
- ★ Demonstrate a set of key actions for giving constructive feedback to others.
- ★ Demonstrate techniques for handling challenging responses during a feedback conversation.
- ★ Conduct constructive feedback conversations with service providers that result in action toward improved service.

Recognizing Others for Stellar Service™ 4 hours

The purpose of this module is to provide service coaches with skills for recognizing and reinforcing the behaviors that support stellar service. Participants will be able to:

- ★ Describe the impact of recognizing others for individual and organizational success.
- ★ Demonstrate a set of key actions for recognizing others.
- ★ Identify the service behaviors that should be reinforced.
- ★ Determine the type of recognition that is best suited for each recognition recipient.
- ★ Deliver recognition to service providers and others in the organization who contribute to stellar service.



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Reaching for Stellar Service™ Coach's Version



Purpose

The purpose of this module is to explore the value of stellar service and the service coach's role in helping service providers achieve it.

Process

During the module, participants complete a variety of individual and group activities, partner discussions, and skills practices, video segments, and large-group discussions that explore the following topics:

- What stellar service means
- Benefits of customer loyalty
- Defining moments
- Three dimensions of service
- The STAR qualities
- How to communicate their stellar service message
- Action planning

Payoff

At the end of the module, participants will be able to:

- Describe what stellar service is and the challenges of delivering it.
- Discuss the benefits of customer loyalty to the service coach, the organization, and customers.
- Explain the importance of the service provider's role in building customer loyalty.
- Find and take advantage of key defining moments in customer interactions.
- Identify and discuss the three dimensions of service.
- Describe the four key qualities that customers expect from stellar service.
- Use the four key qualities to evaluate and improve the service that is delivered.
- Communicate and reinforce expectations for stellar service with others.

Typical Time Investment

Time commitment Varies. Please discuss with your certified AchieveGlobal facilitator, or the authorized Distribution Partner. (4 Hours)



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Developing Others for Stellar Service™



Purpose

The purpose of this module is to provide service coaches with skills for developing others, helping service providers expand their capabilities so they will have the confidence to make decisions and solve problems on their own.

Process

During the module, participants complete a variety of individual and group activities, partner discussions, and skills practices, video segments, and large-group discussions that explore the following topics:

- Benefits of developing others
- Key actions for developing others
- Identifying and confirming opportunities to develop others
- Effective listening and asking techniques
- Service issues to consider in your development conversations
- Planning a development conversation
- Practice developing others
- Action planning

Payoff

At the end of the module, participants will be able to:

- Describe the role of the service coach in developing others.
- Explain how developing others can benefit the customer, the service provider, the organization, and the service coach.
- Recognize the challenges faced in developing others.
- Identify opportunities to develop the service skills and capabilities of service providers.
- Demonstrate a set of key actions for developing others.
- Demonstrate a variety of listening and asking techniques that will help other feel confident in their own decisions.
- Conduct focused conversations with service providers that result in action toward improved service.

Typical Time Investment

Time commitment Varies. Please discuss with your certified AchieveGlobal facilitator, or the authorized Distribution Partner. (4 Hours)



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Authorized AchieveGlobal Distribution Partner:

Contact: **Lisa Jean Smith**

507-793-2879 or 612-419-0571

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Giving Constructive Feedback for Stellar Service™



Purpose

The purpose of this module is to provide service coaches with skills that will help them give constructive feedback in a way that build mutual respect and promotes problem solving and learning.

Process

During the module, participants complete a variety of individual and group activities, partner discussions, and skills practices, video segments, and large-group discussions that explore the following topics:

- Key actions for giving constructive feedback
- “Opening the door” to constructive feedback
- Techniques for encouraging involvement and problem solving
- Techniques for handling challenging responses
- Planning a feedback conversation
- Practice giving constructive feedback
- Action planning

Payoff

At the end of the module, participants will be able to:

- Define and describe constructive feedback.
- Identify opportunities to give constructive feedback on service issues.
- Recognize the challenges and benefits of giving constructive feedback.
- Evaluate their current level of effectiveness at giving constructive feedback.
- Demonstrate a set of key actions for giving constructive feedback to others.
- Demonstrate techniques for handling challenging responses during a feedback conversation.
- Conduct constructive feedback conversations with service providers that result in action toward improved service.

Typical Time Investment

Time commitment Varies. Please discuss with your certified AchieveGlobal facilitator, or the authorized Distribution Partner. (4 Hours)



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Recognizing Others for Stellar Service™



Purpose

The purpose of this module is to provide service coaches with skills for recognizing and reinforcing the behaviors that support stellar service.

Process

During the module, participants complete a variety of individual and group activities, partner discussions, and skills practices, video segments, and large-group discussions that explore the following topics:

- Impact of recognition
- Barriers to recognizing others
- Key actions for recognizing others
- Determining what service behaviors to recognize
- Tailoring recognition to the recipient
- Planning and practicing recognition
- Action planning

Payoff

At the end of the module, participants will be able to:

- Describe the impact of recognizing others for individual and organizational success.
- Demonstrate a set of key actions for recognizing others.
- Identify the service behaviors that should be reinforced.
- Determine the type of recognition that is best suited for each recognition recipient.
- Deliver recognition to service providers and others in the organization who contribute to stellar service.

Typical Time Investment

Time commitment Varies. Please discuss with your certified AchieveGlobal facilitator, or the authorized Distribution Partner. (4 Hours)



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