

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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