

# Meeting the Challenge of Stellar Service™ 16 Hour Workshop

Individual customers have very different needs and expectations. By treating every customer interaction exactly the same, you might satisfy one customer yet disappoint another. And despite the challenge of customer diversity, your operational productivity goals must remain high.



Meeting the Challenge of Stellar Service™ is the situational workshop of the Achieving Stellar Service™ Experiences system. This workshop places special emphasis on the business and hidden dimensions of service – without which, no amount of friendly service could keep a customer coming back. Increasing responsibilities are forcing service providers to become expert customer guides. They must tap into each others' strengths and team up to solve customer problems. They also need to recognize that each customer is different and deserves to be treated with his or her unique differences clearly in mind. 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 will have fun as they gain familiarity and confidence with the new concepts and skills.

## Content & Outcomes

### Guiding Customer Conversations™ 8 hours

*The purpose of this module is to give service providers skills for conducting conversations that effectively attend to external and internal customers' human and business needs. Participants will be able to:*

- ★ Recognize and apply ways to overcome the barriers to effective customer conversations.
- ★ Open a customer conversation in a way that gains customer confidence and cooperation.
- ★ Demonstrate techniques for effectively learning what customers need.
- ★ Present information that has a positive focus and helps customers make decisions.
- ★ Close a customer conversation in a way that maintains customer confidence.
- ★ Demonstrate how to guide a customer conversation from beginning to end.

**Content & Outcomes****Serving a World of Customers™ 4 hours**

*The purpose of this module is to help service providers learn and apply skills for providing helpful, sensitive and respectful service that is tailored to customers' unique needs. Participants will be able to:*

- ★ Explain and avoid the dangers of judging a customer based on assumptions about a group to which the customer may belong.
- ★ Describe the benefits of improving service to customers who have unique needs related to physical ability, language, technology, or service expectations.
- ★ Recognize cues that point to unique customer needs.
- ★ Recover smoothly and quickly when a well-intentioned service action has a negative effect on a customer.
- ★ Ask respectful questions to clarify unique customer needs.
- ★ Generate options for meeting unique customer needs.
- ★ Take appropriate action to meet unique customer needs.

**Teaming up for Seamless Service™ 4 hours**

*The purpose of this module is to explore what it takes to deliver seamless service and to develop skills for addressing service issues with fellow service providers. Participants will be able to:*

- ★ Recognize the importance of seamless service.
- ★ Describe their role in delivering seamless service, and commit to doing so.
- ★ Apply six best practices for delivering seamless service.
- ★ Demonstrate a five-step process for discussing service coordination issues with others.
- ★ Take actions to increase teamwork and coordination with others who help them serve customers.

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# Guiding Customer Conversations™



## Purpose

The purpose of this module is provide service providers with skills for conducting conversations that effectively attend to customers' human and business needs.

## 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:

- Four parts of a customer conversation
- Techniques for opening a customer conversation
- Listening and asking techniques
- Confirming their understanding
- Gently refocusing
- Effectively providing information
- Presenting unwelcome information
- Offering advice and recommendations
- Techniques for closing a customer conversation
- Skills practice
- Action planning

## Payoff

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

- Recognize the barriers to effective conversations.
- Open a customer conversation in a way that gain customer confidence and cooperation.
- Demonstrate techniques for effectively learning what customers need.
- Present information that has a positive focus and helps customers make decisions.
- Close a customer conversation in a way that maintains customer confidence.
- Demonstrate how to guide a customer conversation from beginning to end.

## Typical Time Investment

Time commitment Varies. Please discuss with your certified AchieveGlobal facilitator, or the authorized Distribution Partner. (8 Hours)



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# Serving a World of Customers™



## Purpose

The purpose of this module is to help service providers learn and apply skills for providing helpful, sensitive, and respectful service that is tailored to customers' unique needs.

## 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 prevents respectful service
- A process for providing respectful service
- How to use the process
- Skills practice
- Action planning

## Payoff

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

- Explain the dangers of judging a customer based on assumptions about a group to which the customer may belong.
- Describe the benefits of improving service to customers who have unique needs related to physical ability, language, technology, or service expectations.
- Recognize cues that point to unique customer needs.
- Recover smoothly and quickly when a well-intentioned service action has a negative effect on a customer.
- Ask respectful questions to clarify unique customer needs.
- Generate options for meeting unique customer needs.
- Take appropriate action to meet unique customer needs.

## 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**

**[learningjourney@roundlk.net](mailto:learningjourney@roundlk.net)**

# Teaming Up for Seamless Service™



## Purpose

The purpose of this module is to explore what it takes to deliver seamless service, and to develop skills for addressing service issues with fellow service providers.

## 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:

- Describing “seamless service”
- Best practices for delivering seamless service
- Assessing how well they contribute to seamless service
- Process steps for raising a service issue with a co-worker
- Planning and practicing a service issue discussion
- Action planning

## Payoff

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

- Recognize the importance of seamless service.
- Describe their role in delivering seamless service, and commit to doing so.
- Apply six best practices for delivering seamless service.
- Demonstrate a five-step process for discussing service coordination issues with others.
- Take action to increase teamwork and coordination with those who help them serve customers.

## Typical Time Investment

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



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