

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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