

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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