

S² (Systematic Service)

...Designing service excellence into the system

Purpose

Provides senior leaders with a deeper insight into what is needed to create a culture of service excellence.

Course Overview

S² is designed to encourage deep thinking and stimulate dialogue around the idea of weaving service excellence throughout the organization's system. Everything from developing the organization's service mission to making the message sustainable will be reviewed. This course is ideal for senior leaders who do not see a service initiative as a "quick fix", but rather a viable way of doing business. When done right, service excellence can be an organization's prime differentiation in the marketplace.

Learning/Discussion Topics

Designing the Foundation

- Values
- Vision
- Key Objectives

Designing the People Processes

- Recruiting and Selecting for Service Excellence
- Orienting and Training for Service Excellence
- Rewarding for Service Excellence

Designing the Work Environment

- Inclusiveness in decision making
- Keeping Score
- Providing the right tools

Designing the Message for Sustainability

- Leveraging the foundation
- Spreading the message
- Utilizing every opportunity

Designing a World-Class System

- Criteria for Performance Excellence (Baldrige National Quality Program)

Target Audience

Senior leaders

Duration

Available as a Full-Day or Half-Day course.