
MANAGER AND SUPERVISOR CUSTOMER EXPERIENCE TRAINING COURSE

Instructor: Norman Rose President of Excel Sales Consulting Inc.

Course Description: This customized training program will teach Managers and Supervisors how to apply effective Leadership Skills that will focus on enhancing internal and external partnerships, customer service, selling skills, and teamwork training will provide managers with a toolbox of leadership skills that they will understand, relate to, and be able to apply effectively every day. They will learn how to set strategic collaborative team goals, coach, guide and motivate employees to achieve maximum sales and service results.

Who Should Attend: All Department Managers and Supervisors

Course Duration: 3- Day Course: 8:30 am – 4:30 pm each day.

KEY TOPICS:

- Techniques in maintaining a daily positive attitude and co-worker relationships
- Organizational Leadership
- Professional interpersonal communication skills
- Conflict resolution
- Techniques to build internal and external customer rapport and relationships
- Tips and techniques on how to motivate others
- Guiding employees to achieve collaborative goals
- One on one coaching techniques
- Planning and conducting productive team meetings
- Strategically set goals to enhance overall sales & performance
- Measure individual employee performance
- Create departmental consistencies and best practices for service
- Evaluating employees
- Professional phone skills
- Creating a positive impression every time
- Maintaining a consistent professional image
- Actively listening to your customer and other rapport
- Having a thorough understanding of your customer's needs
- Continuing to help your customer achieve their goals
- Always be respectful, professional and appreciative of their business
- Continue to offer consistent service

HOW PARTICIPANTS WILL RECEIVE INSTRUCTION:

- High energy interactive presentation from the instructor
 - Role Plays and group breakout sessions
 - Video role plays and peers will assess areas that were done well and recommend areas for improvement
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Modules include handouts, case studies and role-playing

Module 1 – The Power of a Positive Mindset

- Techniques in maintaining a daily positive attitude teamwork and self-motivation
- Coaching a positive growth mindset
- Tips and techniques on how to keep your team motivated

Module 2 – Goal Setting

- How to set individual business goals - develop action plan for each goal clearly defining the steps you need to take in order to achieve your goals
- Collaborative team goal setting – Prioritizing and setting specific team goals

Module 3 – Organizational Leadership Skills

- Task management - How to effectively manage tasks, set daily weekly, monthly and quarterly objectives for yourself and your team members
- Tips and techniques to keeping your team focused and organized

Module 4 – Internal and External Customer Relationship Building Skills - Creating the Ultimate Customer Experience

- Communication Strategies: effective listening skills, e-mail and texting etiquette
- How to collaborate and effectively work with external company employee partners to ensure customer satisfaction
- Professional phone manners
- How to manage difficult people
- Steps to solve customer complaints
- How to consistently maintain a professional image
- Create best practices for customer service

Maximizing Employee Potential

Module 5 – Employee Coaching and Leadership Skills

- Tips and techniques on how to motivate others
- One on one coaching techniques
- Planning and conducting productive team meetings
- Strategically set goals to enhance overall employee performance
- Measure individual employee performance through one on one employee evaluations

Expected Learning Outcomes:

- Enhance managerial and leadership skills
- Learn how to become a better coach to motivate and improve employee performance
- Build team morale
- Strategically set goals to enhance overall employee productivity & performance
- Measure department and individual employee performance
- Create company consistencies related to business development strategies and service
- Create a positive work environment that will enhance productivity and performance
- Plan and execute productive staff and sales meetings and set measurable collaborative goals
- Increase employee retention through job satisfaction

Resource included in the training:

- Goal setting worksheets
- Video demonstrations
- Provide all department managers with a full toolbox of resources that they can relate to and be able to apply effectively every day
- Priority planning matrix worksheet
- Team meeting templates
- Coaching templates
- Certificate upon completion of the training

Participants learning will be measured by:

- Manager's will have one on one performance evaluations
- Employees will do a self-assessment
- Accountabilities will be set by all management for students and employees to set and track individual goals