



Virtual workshop (half-day)

The Service Factor

Getting everyone on the same service page

Program Overview

By the end of the program participants will have rediscovered the importance of both internal and external customer service.

They will be able to develop strategies and techniques to provide positive, passionate and professional service to both their customers and across their organisation.

Participants will create a shared understanding and language to drive the service factor across their team or organisation.

Topics

- ▶ The Service Factor Model
- ▶ Internal Vs. External Service
- ▶ Your Most Important Customers
- ▶ Servile Or Service
- ▶ The Customer Service Gene
- ▶ Meeting Customer Expectations – Systems And Style
- ▶ Teaching People To Care
- ▶ Going Above And Below Expectations
- ▶ Handling Criticism – A Complaint Is A Gift

Virtual

Although our preferred Virtual platform is **ZOOM**, we are now offering to run our Virtual Programs and workshops on **TEAMS** and **WEBEX** for In-house programs. However, all of our publicly scheduled workshops will remain on Zoom at this stage. Remember, you don't have to sign up to Zoom to use it.

Benefits of training with Proteus

- ✓ **Interactive workbooks** which allow participants to immerse themselves into a truly engaging experience.
- ✓ **Virtual break out rooms** are used to allow participants to work in smaller groups to complete activities and workshop ideas.
- ✓ **World-class facilitators** who are dedicated to helping people change their behaviour and actions.
- ✓ **Inspirational and practical content** that can be used immediately.

Cancellation Policy:

Payment is required before the commencement of training. All payments within 7 days of the program date must be paid by credit card or direct debit. Refunds will not be given within 7 days of the program date. Transfers to another program date or a replacement person, can be made up to 48 hours prior to the program, if submitted in writing. No refunds or transfers can be made after this time. Proteus Leadership reserves the right to change the facilitators/speakers or the advertised price.

NB: Face-to-face programs will only go ahead if safe to do so. If not, the program will revert to a virtual format. All COVID-19 restrictions and regulations will apply.

What Our Clients Are Saying



"The program was both internally and externally focussed, which is great for a corporate services team whose main customers are internal. It provided an action plan to focus on key areas where customer service can be improved and team behaviours monitored by the team."

Laurie Ellis



"Efficient and effective systems, combined with a flexible and positive style, while looking at a complaint as a gift leads to exceptional customer service that exceeds customers' expectations."

Martina Rasmussen

Investment

Virtual Program

Half-day Workshop
9:00am – 12:30pm
(Melbourne time)

\$219
per person + GST

To view the schedule or to register in to the workshop click on the button below.

proteusleadership.com/programs/the-service-factor/

In-house

All of our programs can be conducted as virtual or face-to-face In-house programs. Proteus can also customise an In-house program, tailoring it to your company's needs.

Contact our team to discuss your requirements on: [1300 219 903](tel:1300219903)

