

Impression Management – One-Day Customer Service Program

Target Audience

Front line staff, including:

- Receptionists
- Front counter staff
- Customer Service staff
- Any staff members who deal with customers

Aim

The aim of this workshop is to provide a theoretical model and practical tips for delivering Customer Service Excellence and for handling difficult people.

Learning Objectives

Participants will be able to:

- Explain the importance of Impression and Perception Management
- Explore the concept of “Moments Of Truth” (Albrecht) and “Cycle of Service”, and relate these models to their work
- Challenge the idea that we should treat customers as we expect to be treated ourselves
- Identify customers and stakeholders
- Appreciate the different types of customer relationships
- Explain what the term ‘professionalism’ means
- Look at the image they should project – what they should say and how they should say it
- Deal with people in an empathic manner
- Describe their communication style
- Identify methods of dealing with difficult people
- Gain an understanding of:
 - ◆ 8 Steps To Handling Customer Complaints
 - ◆ The Seven Deadly Sins Of Customer Service
 - ◆ Importance Of Communication And Watching Your Language
- Describe the differences between assertive and aggressive behaviour in a customer service context

For dates, bookings or more information:

Web: www.boundconsulting.com.au
Email: bookings@boundconsulting.com.au
Telephone: 1300 662 180
Fax: 08 8125 6610



*You will see positive changes in behaviour ...
...it's bound to happen!*



Professional Development Program for Managers: Next Steps in Management

Professional Development Program for Customer Service Staff: Impression Management

*“Integrity without knowledge is weak
and useless, and knowledge without
integrity is dangerous and dreadful.”*

Samuel Johnson 1709-1784

Four-Day Professional Development Program for Managers: “Next Steps in Management”

So you have been appointed to a management position... now what?

Managing people is undoubtedly one of the most demanding and rewarding roles that anyone can be asked to perform.

The skills you need to manage people well are difficult to develop purely by learning on the job – especially if you have been thrown in at the deep end!

This program will provide a theoretical perspective, together with practical tips and suggestions for applying management and leadership theory to your real world.

Target Audience

This program has been designed to assist individuals who have management experience ranging from 3 months to 2 years.

This program will suit:

- Organisations or departments that may have conducted an in-house training program, but now have some new staff who are too few in numbers to warrant running another full program
- Small businesses or departments that don't have sufficient numbers to justify customised in-house programs
- Organisations who want to reward individual employees
- Organisations who recognise the value of offering employees the opportunity to mix and share experiences with managers from other organisations

Program Structure

It is our intention to offer this program twice a year (subject to demand). While taking the entire four day program will yield the best value, we also offer the flexibility to attend individual days.

Supplementary Coaching

To support the transfer of the learning we also recommend individual coaching sessions. These provide the participant with the additional support that is often required to achieve some of the long-term behaviour changes that make the difference – make a good manager *outstanding*.

Next Steps in Management: Aim & Competencies

Program Aim

The aim of this program is to provide participants with the opportunity to:

- Assist new managers with the transition from technical expert to manager
- Understand, and learn how to apply, relevant management frameworks and theories
- Generate ideas about how participants can enhance their own management style
- Develop plans of action for participants to contribute to their own development
- Introduce participants to management techniques and concepts

Core Leadership Competencies

Competencies covered by this four day program include:

- Taking responsibility for one's own actions, and inspiring a shared purpose
- Consistently demonstrating core values and exhibiting Leadership competencies
- Expressing and sharing ideas clearly, succinctly and professionally
- Practicing active and responsive learning skills
- Dependability, reliability and accepting change positively
- Proactively engaging issues or problems
- Being consultative, and acting with speed and responsiveness
- Setting and meeting goals and high standards of performance.
- Investing in learning and development, and taking specific action to extend knowledge or understanding in order to improve performance of self and others
- Sharing ideas with others and participating as an active member of a team in an open and honest way
- Demonstrating task management skills by organising the appropriate resources and monitoring progress in order to achieve the desired end result
- Offering help without being asked
- Respecting the needs of others and being able to work effectively in a team environment

Next Steps in Management: Day One

Intelligent Leadership

Aim

The aim of this session is to introduce some theoretical leadership and management concepts, provide practical tips and strategies to apply these concepts to enhance their existing knowledge and skills. They will also be encouraged to learn about themselves, and make the most of their individual strengths, and develop an action plan to assist with further development.

Learning Objectives

At the completion of this session, participants will be able to:

- Recognise the difference between Leadership and Management
- Discuss and apply different Learning and Communication Styles, and understand their own preferred style
- Explain and apply Covey's concepts of “Habit” and “Concern versus Influence”
- Relate the theory of Emotional Intelligence to the role of management
- Discuss the setting and evaluating of performance expectations
- Describe and apply Hersey and Blanchard's “Situational Leadership” model
- Identify the concept of “the way things are done around here” in relation to organisational Culture, and use it constructively
- Recognise the importance of the many facets of Management and Leadership

Honest Conversations

Aim

The aim of this session is to provide a theoretical model for giving feedback, and to provide an opportunity to practice these skills.

Learning Objectives

At the completion of this session, participants will be able to:

- Recognise the key attributes of effective feedback
- Use a structured feedback process
- Acknowledge the consequences of not providing effective feedback
- Demonstrate active listening and assertiveness techniques
- Explain the importance of planning before delivering feedback
- Develop an action plan to promote ongoing enhancement of their abilities

Next Steps in Management: Day Two

Coaching For Results

Aim

The aim of this workshop is to provide participants with the opportunity to learn about the theories and concepts relating to coaching, and enhance their coaching and communication skills.

Learning Objectives

At the completion of this session, participants will be able to:

- Recognise the importance of a manager's role as a coach in the development of a team
- Explain the concepts of mentoring, coaching, feedback and performance management
- Describe the concept of Adult Learning principles
- Recognise ways in which coaching can improve performance of their staff
- Describe the qualities of a good coach
- Identify the role coaching plays in change management
- Refer to the Whitmore GROW model, and use it as a coaching framework
- Adapt coaching techniques to individual needs
- Describe the five critical roles of the coach
- Practice coaching skills, using situational scenarios
- Critically analyse approaches to Problem Solving
- Develop a coaching plan
- Recognise the skills needed to encourage ownership and responsibility of individuals
- Appreciate the importance of follow up

Managing Change

Session Aim

The aim of this session is to provide skills practice and further knowledge around managing change.

Learning Objectives

At the completion of this session, participants will be able to:

- Diagnose the need for personal and organisational change
- Build a repertoire of change-invoking behaviours and skills
- Foster an environment conducive to change
- Plan and conduct personal and organisational change programs

Next Steps in Management: Day Three

The Balancing Act

Aim

The aim of this session is to provide practical tips and information on how to improve balance in our lives, while simultaneously achieving our personal and business goals.

Learning Objectives

At the completion of this session, participants will be able to:

- Take steps towards effective time management and getting organised
- Recognise bad time management habits, and suggest ways to break them
- Describe strategies for eliminating stress
- Analyse their approach to managing deadlines and workload
- Identify tips for controlling the time wasters
- Recognise techniques for setting and sticking to priorities
- Develop strategies for being more productive
- Identify communication styles, and appreciate the impact they have in managing relationships
- Recognise how to say "no" without saying "no"
- Explain techniques for handling workflow using a task assignment model
- Set clear objectives by thinking ahead - planning the work and working the plan

Team Development

Aim

The aim of this session is to provide a theoretical framework to encourage managers to develop their teams.

Learning Objectives

At the completion of this session, participants will be able to:

- Appreciate the importance of teams in an organisational context
- Discuss the advantages and disadvantages of teams
- Explore the need for teams and teamwork
- Explain the concepts of empowering others, delegating effectively, and sharing power
- Recognise the key elements of effective team meetings
- Describe Tuckman's stages of team development

Next Steps in Management: Day Four

Managing Difficult People

Aim

The aim of this session is to provide participants with skills, knowledge and an understanding of conflict management.

Learning Objectives

At the completion of this session, participants will be able to:

- Identify their conflict management style
- Describe the key differences between problem solving and managing conflict
- Identify techniques for managing conflict, and the importance of using these techniques in day-to-day interactions
- Recognise the importance of their own role in managing conflict
- Identify areas they need to develop in order to manage conflict more effectively
- Acknowledge the need to overcome barriers to communication
- Utilise conflict mapping tools
- Recognise the difference between aggressive and assertive behaviour in the context of conflict management
- Identify personal blocks to resolving conflict
- Explain some causes and impacts of unresolved conflict in work-teams and work partnerships
- Consider the relationship between their personal style and their capacity to resolve conflict
- Develop an action plan to promote ongoing enhancement of their abilities

About Bound Consulting Group

Bound Consulting Group offers superior Learning and Development consultancy services for the community, private and public sectors.

The strength of our programs is founded on the extensive management and facilitation experience of our consultants.

Bound Consulting Group was established by Faye Bound. Faye's professional career, spanning more than 25 years, has included roles in Leadership, Management, Sales, Organisational Development, Customer Service, Learning, Marketing, Public Relations and Business Analysis. These roles have been with leading national and international organisations in the Financial Services, Human Resource Consulting, and Management Consulting industry sectors.

Faye holds a Bachelor of Arts Degree in Communications from the University of South Australia, and additional Diploma and Certificate qualifications in Workplace IV Training & Assessment, Marketing, and Public Relations. She is also an accredited Myers Briggs (MBTI) facilitator.

Bound Consulting Group uses a network of experienced facilitators and consultants, each selected for their excellent skills and experience, and their engaging approach to adult learning.

Bound Consulting Group now offers Impression Management and Next Steps in Management as scheduled programs, available for individual bookings. Please refer to the booking sheet or our web site for dates, venue and other booking details.

Bound Consulting Group can also design and deliver customised learning programs to suit your specific needs, for organisations, groups or individuals.

Our Services

Bound Consulting Group provides consulting services in the following areas:

- Designing, facilitating, training and presenting to groups
- Organisational Development consulting
- Mentoring/Coaching Programs
- Promoting, planning and coordinating learning programs

The following examples illustrate our range of expertise:

- Customer Service – “Impression Management”
- Sales – “Relationship Management”
- Advanced Relationship Management
- Communication strategies – with internal and external customers
- Coaching individuals to realise their potential
- Change Management
- Performance Management
- Coaching workshops, and “Coach the Coach”
- Giving and Receiving Feedback – “Honest Conversations”
- Time Management – “The Balancing Act”
- Three or Four-Day Professional Development Program for Managers – “Next Steps in Management”
- Intelligent Leadership
- Emotional Intelligence
- Team Development
- Career Management and Career Transition
- Change Management
- Managing Conflict
- Recruitment Interviewing
- Professional Presentations
- Generation X and Y
- Strategic Planning
- Managing for Performance Improvement
- Negotiating Skills
- Social Prospecting and Networking
- Competency Framework Development
- Training Needs Analysis

What Bound Consulting Group can do for you

We measure our success by the repeat business we receive from our clients, and the high number of word of mouth referrals we receive.

We are not just theorists. Our consultants have real experience in their areas of expertise. They are able to link the subject matter theory with practical applications from their own professional careers.

We make it our business to learn about your business before we design any tailored program. Our aim is to assist with the learning and development of individuals, and this may mean we have to challenge their thinking, while at the same time offering support.

We believe learning should be not just an event, but a process that involves ongoing stimulation and intervention.

Results are important to us. We don't like to conduct business on a merely transactional basis. Rather, we care about making a positive impact on **your** business, and contributing to your business success. That is why so many of our clients keep inviting us back.

All of our consultants demonstrate and share our belief in a high standard of ethics, and in living our values:

Trust

We understand that we must always respect the confidentiality of your business information. We commit to our promises; we do what we say we will do.

Integrity

We believe in openness, honesty and transparency. We do not operate with hidden agendas, or get involved in 'game-playing'.

Caring

Individuals have feelings, and need to feel valued. We value individual personalities and the unique qualities in everybody. We treat each other and our clients with empathy.

Humility

It is important to recognise and celebrate both individual and team success. It is the total contribution that counts.

Fun

There is always plenty of time to be serious, but also plenty of time to enjoy life, and to have a laugh, as long as it is not at someone else's expense!

Mutual Respect

Respect is something that we all need to earn, and is a two way commitment. We need to actively listen to others, and value their opinions, even if we do not agree.