

Leadership & Service Excellence Program Agenda

Day #1

Day 2

Day 3



7:30 am - Breakfast

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8:30 am – The service delivery advancement process

8:30 am - Characteristics of highly effective leaders of service delivery teams - Service Leadership-In-ACTION Model presentation

8:45 - Service forces and challenges that are influencing how managers manage their operations

10:30 – Creating highly effective and focused service delivery teams - Pike Place Fish Market case study – Service Teams-In-Action Model presentation

9:15 - Personal Profile Self-Assessment Survey & Activity –

11:00 - Strategies for dealing with and building more effective relationships with customers and staff members

11:30 – Service Commitment Gap – Compliance versus commitment

Lunch

11:30 pm – Creating positive change - Service delivery planning process – Creating the ideal service delivery organization

Lunch

1:00 pm – Service excellence activity – benchmarking - 12 Elements of the Total Service Model.

1:30 pm – Motivating service delivery employees. Container Store – motivational case study

3:00 pm - Shaping the organizational culture for exceptional service delivery

4:30 – Professional behavior – Professional and unprofessional responses -

6:00 pm - Dinner

1:00 pm – Q&A and Closing Comments

1:30 pm - Special Awards

1:00 pm - Check-In & Welcoming Reception

2:00 - General Introduction

2:10 - Personal Introductions

2:30 - Opening Comments & Program Overview

2:45 -Team Formation & Experiential Activity

3:00 – A strategic approach to total service excellence

3:30 – Creating a high performing service delivery operating rhythm

4:00 - The Good, The Bad, and The Ugly Service Experience

4:30 – Best of the Best - Characteristics of superior service delivery providers – Universal Service standards

5:00 – Team Planning Activity

6:00 - Dinner