

2-DAY COURSE ON ESSENTIALS OF SERVICE LEADERSHIP

DATE: 29-30 NOVEMBER 2011

TIME: 9.00 AM – 5.00 PM

VENUE: HOTEL SINGGAHSANA PETALING JAYA

INTRODUCTION

In today's customer-oriented business environment, developing a successful customer service organization requires an on-going, strategically driven effort that integrates learning seamlessly with the job. Good customer service skills are critical in any organization because a company cannot succeed in the market by just having an excellent product. The organization has to combine product with service to beat the market, and to meet customer expectations. How we handle our customers can directly affect the individual goals as well as the team's and organization's performance.

OBJECTIVES

Upon completion of this 2-day course, participants will have the knowledge to:-

- Enhance company's current customer service image;
- Communicate with customers tactfully and professionally;
- Build and sustain good relationships with others via open communication;
- Build rapport with colleagues and business associates to create a positive working relationship;
- Use the power of self-awareness, self regulation, social intelligence and empathy in becoming a successful communicator;
- Develop their interpersonal and human relation skills in dealing with people;
- Communicate tactfully and persuasively, with self-confidence when dealing with people at all times;
- Dress professionally at work and during business entertainment.

METHODOLOGY

Videos, role plays, mini lectures, group discussions, case studies.

TARGET GROUPS

All employees dealing with internal and external customers.

TRAINER'S PROFILE

Puan Haliza Binti Mohammad formerly a District Operations Manager and then moved into training department as a Training Manager for a Multinational Company. This has allowed her to train, lead, motivate and groom individuals to be leaders of today's demanding society. Her areas of expertise are on positioning leaders for tomorrow, Motivating for Peak Performance, Corporate Grooming, Positive Work Attitude, Goal Setting, Managerial Excellence, Powerful Presentation Skills, Professional Telephone Technique, Supervisory Skills, Customer Service, Effective Time Management, Train the Trainer and extends to other areas of Effective Leadership. She has actively participated with the Government project, National Service. She was also the Master Trainer for the Ministry of Education PPSMI phase IV programme and Yayasan Pelajaran Mara (YPM). She also has a vast experience in the service industry in Malaysia as well as immensely throughout United Kingdom. She conducts her training with enthusiasm and energy to ensure that participants are extremely motivated to learn.

