



# ESaaS Essentials: Exceptional Service Programme

Half Day Accredited Course

Rating: ★★★★★ 4.9/5



THE CPD STANDARDS OFFICE  
CPD PROVIDER: 22585  
2023-2025  
[www.cpdstandards.com](http://www.cpdstandards.com)

## Introduction

Asking people to 'go the extra mile' leaves too much to interpretation – one person's 'extra mile' is another person's 'average'.

Hamilton Mercer's Service Methodologies' help organisations develop a service-focused culture, establish service standards and improve communications.

## Learning Objectives

Upon completing this course learners will be able to:

- Consistently deliver an exceptional standard of service to colleagues and clients.
- Handle awkward / embarrassing situations seamlessly **to uphold the organisation's reputation** and protect the client experience.
- Become a more believable, persuasive, and influential communicator.
- Improve internal communications / working relationships between colleagues.
- Structure difficult conversations to keep them relevant and timely.

## Audience

People of all experience levels and seniority that interact with clients / suppliers and colleagues / contractors) across all communications channels; face to face, telephone and written.

## Return on Investment

Performance outcomes include:

- Satisfied and loyal clients
- Greater behavioural consistency, productivity and efficiency.
- Happier teams enjoying improved internal communications and relationships.
- Increased self-awareness, confidence, positivity and professionalism.
- Calm, objective approach to solving problems and improving performance.



# Course Content

## Module 1: Service Standards: Approach & Mindset

### Learning Outcomes

- Demonstrate the approach and mindset required to consistently deliver exceptional service.
- Identify the desired outcomes and hidden needs of clients to deliver tailored solutions.
- **Improve internal communications and working relationships with** colleagues.

### Service Methodologies

- **Challenging the 'Big Three' Service Clichés**
- Establishing a Common Service Language
- Service Quality Framework'

## Module 2: Effective Communication & Delivering Bad News: Structure, Credibility & Confidence

### Learning Outcomes

- Develop the confidence to deliver bad news across all communication channels.
- Increase the consistency and timeliness / efficiency of investigations.
- Reduce the likelihood of being challenged when delivering bad news.
- Increase self-awareness, confidence and professionalism.
- Consistently communicate a responsive (can-do) approach.

### Service Methodologies

- Using Positive and Persuasive Language
- Credibly Delivering Bad News'

## How to Book

Visit – <https://hamiltonmercer.co.uk/node4academy/>

## Timings & Locations

9.15am – 12.30pm or 1.15pm – 4.30pm

Node4 Derby Office  
Millennium Way, Derby DE24 8HZ

Node4 Stafford Office  
12 Parker Ct, Stafford, ST18 0WP

Node4 Newbury Office  
Beacon House, Winchester Rd, Newbury, RG20 9JZ

Live Virtual / Online via MS Teams



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This course is part of the ESaaS Professional  
Development Academy provided by  
Hamilton Mercer