



# ESaaS Essentials: Exceptional Service Programme

## Half Day Course for Managers

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

This one day accredited course has been adapted to a half day course for Managers and Leaders..

## 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 Philosophy: Responsibilities & Reputation Management**

### **Learning Outcomes**

- Deliver an informative, empathetic and professional service.
- Act as an ambassador for your organisation.
- Handle awkward / embarrassing situations seamlessly.

### **Service Methodologies**

- Challenging the 'Big Three' Service Clichés
- Establishing a Common Service Language
- Service Principles™
- Creating a Seamless Client Experience

## **Module 2: 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**

- Service Quality Framework™

## **Module 3: Effective Communication: Verbal & Non-verbal Skills**

### **Learning Outcomes**

- Increase self-awareness, confidence and professionalism.
- Become a more believable, persuasive and influential communicator.
- Consistently communicate a responsive (can-do) approach.

### **Service Methodologies**

- 'Believability' of Communication
- Body Language & Voice Factors
- Using Positive and Persuasive Language

## **Module 4: 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.

### **Service Methodologies**

- Credibly Delivering Bad News™

## **How to Book**

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

(Places are Limited)

### **Node4 Newbury Office**

Beacon House, Newbury, RG20 9JZ

Thursday 19<sup>th</sup> September 2024:

9.15am – 12.30pm or 1.30pm – 4.45pm

Tuesday 29<sup>th</sup> October 2024:

9.15am – 12.30pm or 1.30pm – 4.45pm

### **Node4 Stafford Office**

12 Parker Ct, Stafford, ST18 0WP

Wednesday 16<sup>th</sup> October 2024

9.15am – 12.30pm or 1.30pm – 4.45pm

### **Node4 Northampton Office**

Lower Farm Rd, Northampton, NN3 6XF

Thursday 26<sup>th</sup> October 2024

9.15am – 12.30pm or 1.30pm – 4.45pm



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