



ESaaS Essentials: Exceptional Service Programme

One Day Accredited Course

Rating: ★★★★★ 4.9/5



THE CPD STANDARDS OFFICE
CPD PROVIDER: 22585
2023-2025
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 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/>

(Places are Limited)

Location, Dates & Timings

Node4 Derby Office

Millennium Way, Derby DE24 8HZ

Wednesday 11th December 2024: 9.15am – 4.30pm

Wednesday 18th December 2024: 9.15am – 4.30pm

Tuesday 28th January 2025: 9.15am – 4.30pm

Wednesday 12th February 2025: 9.15am – 4.30pm

Tuesday 18th March 2025: 9.15am – 4.30pm

Wednesday 9th April 2025: 9.15am – 4.30pm



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