

LEADERSHIP IN CUSTOMER SERVICE TOOLKIT & SUPERVISION

LEADERSHIP 3.0

Feedback culture

- Talents & Treasures
- Acknowledging differences with online **personality test**
- Coaching basics
- Give & take feedback
- Dealing with conflicts
- Mastering challenging collaboration

MOTIVATION BOOSTER

Accountability & Trust

- Improve internal communication
- Motivate employee
- Create an efficient meeting culture
- Dealing with complaints
- Goals & Milestones of successful cooperation

+ 2X SUPERVISION

Exchange of experiences and troubleshooting support

FOUR LEARNING EVENTS

- 2 days of training
- 2 half days of supervision (ca. 8 and 16 weeks after training)

COSTS

€ 1.150, - per person.
For groups up to 10 participants.

CONTACT

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This is a service of

audiomaster

a slightly different callcenter training

WHOM IS IT FOR?

Our training supports employees who have a leadership role or who will soon be in charge, whether as coach, senior employee, supervisor, shift manager, team lead, or unit manager. We designed it especially for customer service requirements.

USEFUL COMMUNICATION STYLES

The old management paradigm by the motto Command & Control has served out. In order to keep employees motivated, managers need to know how their people want to be treated and how communication can make a difference. In our training, the participants learn and practice appreciative communication styles and they get a set of useful tools to guide groups and individuals effectively. Each participant gets a folder with tips, exercises and suggestions for reflection.

SUPERVISION

How did the participants implement the lessons learned into their work? We support the participants over a period of half a year to ensure that training outcomes will be applied in the everyday work environment and implemented. The group will undertake two supervision meetings to consolidate its learnings. The trainers are available by e-mail for consultation and remote on the job coaching.

OBJECTIVES

- Reflect on own leadership style
- Mutual understanding of successful communication
- Tools for coaching and feedback
- Tools for efficient workflows
- Dealing with employee demotivation
- Understand how to be a role model