

Customer Service Leadership Programme

Excellent customer service is a leadership task!

This 2-day in-house programme is aimed at strengthening leaders' capability to make meaningful contributions effective service delivery.

Moving toward a high-performance and customer-centred culture of service delivery cannot happen without leadership. Organisational culture change is the crucible span in which leadership is developed. True leadership, therefore, involves deviating from cultural expectations in ways that inspire others to choose to follow.

Some benefits of attending this workshop:

- Understand the Service Exchange Model and essentials of good customer service
- Acquire the basics of Cultural Change and the role of Leadership
- Gain practical tools on how to initiate, structure and guide a cultural change process
- Review personal learning and create a transfer plan

Presenter

Ms Annette Isenschmid (MSc, BA) founded Isenschmid Consulting in 1997, a boutique consultancy specialising in Change Management in Zürich, Switzerland. She provides coaching to business leaders and offers leadership training to clients across Europe and Asia from various sectors.



Date: 03 - 04 August 2017

Time: 08:30 - 17:00

Fee: N\$6,500.00 per person (includes course materials, meals, and certificate)

Register by: Monday, 17 July 2017

Enquiries:

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