

In support of the Harambee Prosperity Plan (HPP), the HP-GSB presents the

Customer Service Leadership Program

Excellent customer service is a leadership task!

This program is aimed at strengthening leaders' capability to make meaningful contributions to the HPP Pillar of Effective Service Delivery.

Moving toward, a high-performance and citizen-centred culture of service delivery cannot happen without leadership. Efforts to change culture are the crucible 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
- 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

Outline

- Introducing the Service Exchange Model
- Essentials of Good customer Service
- Cultural Change and the role of leadership
- Individual change and the role of the leader
- Cultural change process
- Recruiting the right people
- Learning Road Map & Evaluation

Facilitators



Ms. Annette Isenschmid (MSc CCC & 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.



Prof. Grafton Whyte (PhD, MBA) is the Director of HP-GSB. His research interests are in Knowledge Management and Service Quality and he is the developer of the V-Model of Service Quality. Prof. Whyte is the former Director of Finance & Operations for Zimele Sonke Technologies, Cape Town. He has extensive experience in teaching and supervising research.

Date: 18 – 22 July 2016 (2 days – this program will be offered in-house to organisations)

Fee: N\$6,500.00 (includes course materials, lunch and refreshment, and certificate)

Register by: 01 July 2016

Contact Cynthia Kauami at E: ckauami@nust.na or T: +264 61 207 2242 for registration or enquiries.