

# EXCELLENCE

Deliver the best service experience for your stakeholders

## ◆ ABOUT THE COURSE

This course is designed to equip you with the skills and insights needed to deliver unparalleled customer experience for your stakeholders at work. You'll delve into the core principles of customer-centricity, learning how to prioritise satisfaction, trust and value in every interaction.

We'll also cover practical techniques for delivering exceptional service and communicating effectively. By the end, you'll have the tools to exceed expectations and achieve positive results.

## ◆ SESSION AGENDA

### 01 Understanding Your Stakeholders

Explore what matters most to your stakeholders and how to build stronger working relationships.

### 02 Defining Your Service Approach

Develop a clear vision for the experience you want others to have when working with you.

### 03 Creating Positive Experiences

Identify opportunities to add value and consistently exceed stakeholder expectations.

### 04 Communicating Effectively

Use positive, constructive communication to build trust and strengthen relationships.

### 05 Learning and Improving

Use feedback to continuously improve the service you provide and better meet stakeholder needs.

## ◆ INTERACTIVE EXERCISES

### Circle of Concern

Identify your stakeholders and map their concerns, interests and expectations.

### Service Vision Statement

Generate keywords and craft a concise vision for your stakeholder experience.

### Stakeholder Touchpoints

Map all touchpoints and identify one to turn into a WOW moment.

### Feedback Question

Identify who to ask and when: "What could I do, or stop doing, to make it easier to work with me?".

## ◆ LEARNING OUTCOMES

- ◆ Gain a deeper understanding of your stakeholder needs.
- ◆ Learn how to deliver exceptional, high-quality experiences for your stakeholders.
- ◆ Master the use of precise language to drive desired outcomes.

## FACILITATED SESSION

**This is a facilitated, discussion-led workshop rather than a lecture.** Your coach guides the group through practical exercises, encourages open discussion, and creates an engaging environment where participants can share experiences, challenge their thinking and learn from one another.