


Customer Service and Leadership



Education and Training Programs

"Education is the most powerful weapon you can use to change the world."
- Nelson Mandela

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Presenters


- Heather –Driver Trainer, PSE Member, Service Leader
- Jessica – PSE Staff, Membership and New Media

ACT FOR LEADERSHIP

Apply
Change
Transfer

Purpose and Outcomes

- Strengthen your awareness to create more effective and positive interpersonal exchanges.
- Recognize and provide excellent service



Customer Service

The art of building relationships with new or existing customers, solidifying the loyalty of wavering customers and recovering defecting customers.



The Secret to Outstanding Customer Service



Active Listening
Eye Contact



Active Listening
No interrupting



Active Listening
Pay attention to your posture




Active Listening
Listen to understand not to be heard



Break Out Questions

- A recent customer service / leadership experience? Positive or Negative



Break out with Partner

- Introduce yourself
- Pick who will go first
- Share for 60 seconds – a recent time that you provided an excellent customer service

We all have a role

- <https://www.youtube.com/watch?v=rh54sc92ugs>

What your leadership style says about you



Customer Service and Leadership Types

- The leader-first (authority)
- Service-first



**"A boss creates fear, a leader confidence.
A boss fixes blame, a leader corrects mistakes.
A boss knows all, a leader asks questions.**



What can I do with this?
