

Team Excellence Training Program

Objective

To provide participants with tools and techniques to create a high performing, customer-centered team.

Who Should Attend

- Front line staff
- Supervisory staff
- Management

Session Details

- One (1) day session; 6 hours
- Between 15-20 participants
- Interactive format
- Take-away participant manual
- Certificate of Recognition, and lapel pin upon completion

Benefits to Business

- Helps build a sense of teamwork and morale in a company
- Creates a more professional staff leading to higher customer satisfaction

To Book Your Session or for more information please contact:

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Program At A Glance

Teams

Team work activity
Dream Team list
Key components of a great team

Team Strengths

Identifying individual service strengths
Building on service strengths
How service strengths contribute to a service team

Team Development

Team cycles
Tips for handling team cycles

Managing 'Hot Buttons'

Communication traps
Managing personal 'Hot Buttons'
'Pillow Method' in action
Your own scenario

Feedback

Giving and receiving constructive feedback
How to provide feedback
Feedback worksheet

Problem Solving

Problem solving and customer satisfaction
Weighing the options
Steps to effective problem solving
Action Plan