

Coaching for Service Excellence:

The Link Between Management and Performance Improvement

Workshop Objectives

Learn the difference between training, coaching and mentoring

Understand the five essential steps of coaching for performance improvement

Identify opportunities for on-the-spot coaching to enhance service behaviors

Practice coaching methods

Complete a coaching self-evaluation with action plan

It takes more than one training session to build service skills. If your service initiative just isn't getting any traction, maybe it's time to look at leadership. Weaving customer service practices into the fabric of an organization requires on-the-spot coaching between supervisors or managers and their team members. Are your managers equipped to deal with performance issues? Do they understand how coaching is linked to service improvement? Are they committed to leading the initiative and making it work?

This half-day or full-day workshop will engage leaders at all levels of the organization in reviewing their roles and refining the most crucial coaching skills.

Program Format:

Customized to each organization, this workshop is hands-on, interactive and fun. Participants will benefit from self-assessments as well as interactive opportunities to practice new skills.

Audience:

Senior leaders, managers and supervisors will benefit from this interactive workshop. It is designed for anyone who manages or supervises health care staff working in hospitals, clinics and long term care.

About the Presenters:

Kristin Baird is president of Baird Consulting. A nurse, author and consultant, Baird brings her multi-faceted background into every dimension of training. Her knowledge of customer service combined with an engaging personality is a winning combination for effective, memorable training.

Kevin Stranberg is a Senior Consultant with Baird Consulting. A skilled trainer and facilitator, Stranberg brings his expertise from both retail and health care into the training arena. His experience in health care communications and group facilitation combined with his fun-loving approach adds zeal to his workshops.

If you'd like to learn more about coaching for service excellence, call Baird Consulting at 920-563-4684 or 1-866-686-7672.