

## **Manager Level Service Improvement Training Agenda**

9:00am-9:30am	<b>Welcome/Session introduction</b> <ul style="list-style-type: none"><li>• Objectives of the service improvement process.</li><li>• Overview of service improvement process to date.</li><li>• Benefits to the individual and the organization.</li></ul>
9:30am-10:30am	<b>Components of a service-driven culture/language of service</b> <ul style="list-style-type: none"><li>• The customer service model.<ul style="list-style-type: none"><li>- Lens of the customer.</li><li>- Everything Speaks.</li><li>- Create a Wow.<ul style="list-style-type: none"><li>- Review Service Philosophy and Service Standards.</li><li>- Processes<ul style="list-style-type: none"><li>• Examples:</li><li>• Service Mapping.</li><li>• Everything Speaks checklist.</li></ul></li></ul></li></ul></li></ul>
10:30am-10:45am	<b>Break</b>
10:45am-12noon	<b>Manager Tool 1 – Service Mapping</b> <ul style="list-style-type: none"><li>• Overview of service mapping technique.</li><li>• Examples of service mapping.</li><li>• Group application – case study.</li></ul>
12noon-1:00pm	<b>Lunch</b>
1:00pm-1:30pm	<b>Manager Tool 2 – Service Measurement</b> <ul style="list-style-type: none"><li>• Overview of baseline measurement plan.</li><li>• Examples of day-to-day service measurements.</li><li>• Group application – case study.</li></ul>
1:30pm-2:15pm	<b>Manager Tool 3 – Everything Speaks Checklist</b> <ul style="list-style-type: none"><li>• Review checklist (or draft of checklist).</li><li>• Guidelines for effective use of the checklist.</li><li>• Group practice.</li></ul>
2:15pm-2:30pm	<b>Break</b>
2:30pm-3:00pm	<b>Manager Tool 4 – Service Obstacle System</b> <ul style="list-style-type: none"><li>• Discussion of potential barriers to service improvement.</li><li>• Review of managers’ role in continuous service improvement.</li><li>• Overview of tools and resources for improvement.</li></ul>

3:00pm-4:30pm  
(Break as needed)

**Manager Tool 5 – Manager’s Action Plan**

- Discuss need for manager to walk-the-talk.
- Review manager tools.
- Completion of individual action plans:
  - Tool implementation plan.
  - Date commitments to begin.

4:30pm-4:45pm

**Wrap-up**