Manager Level
Service Improvement Training Agenda

9:00am-9:30am **Welcome/Session introduction**
- Objectives of the service improvement process.
- Overview of service improvement process to date.
- Benefits to the individual and the organization.

9:30am-10:30am **Components of a service-driven culture/language of service**
- The customer service model.
  - Lens of the customer.
  - Everything Speaks.
  - Create a Wow.
    - Review Service Philosophy and Service Standards.
    - Processes
      - Examples:
      - Service Mapping.
      - Everything Speaks checklist.

10:30am-10:45am **Break**

10:45am-12noon **Manager Tool 1 – Service Mapping**
- Overview of service mapping technique.
- Examples of service mapping.
- Group application – case study.

12noon-1:00pm **Lunch**

1:00pm-1:30pm **Manager Tool 2 – Service Measurement**
- Overview of baseline measurement plan.
- Examples of day-to-day service measurements.
- Group application – case study.

1:30pm-2:15pm **Manager Tool 3 – Everything Speaks Checklist**
- Review checklist (or draft of checklist).
- Guidelines for effective use of the checklist.
- Group practice.

2:15pm-2:30pm **Break**

2:30pm-3:00pm **Manager Tool 4 – Service Obstacle System**
- Discussion of potential barriers to service improvement.
- Review of managers’ role in continuous service improvement.
- Overview of tools and resources for improvement.

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3:00pm-4:30pm  Manager Tool 5 – Manager’s Action Plan
     (Break as needed)
     • 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