

“The test of a good coach is that when they leave, others will carry on successfully”

"Coaches have to watch for what they don't want to see and listen to what they don't want to hear."  
-John Madden

## Service Coaching Skills

### Purpose

To develop the appropriate skills necessary to drive high performance service teams and individuals

### Objectives

Participants completing *Service Coaching Skills* will be able to

- Understand the impact of service on customer loyalty
- Understand the importance of coaching to productivity
- Use an appreciation of the human learning process in order to be more effective as a coach
- Distinguish between managing and coaching
- Know how much time to devote to coaching an individual service person
- Develop a template and process for identifying service personnel strengths and areas for improvement
- Conduct spontaneous and planned coaching conversations
- Use questioning strategies to stimulate awareness and creativity
- Give positive and constructive feedback
- Conduct skill based and development based coaching conversations
- Build action plans for performance improvement

### The Training

Classroom format 8 Hours

Rigorous skills practice

Immediate applications



MANAGEMENT COMPETENCY SERIES