



Raising the Bar on Service Excellence: Step by step

Overview

This full-day workshop is designed to engage leaders and frontline staff in creating and sustaining a culture of excellence.

Teaching/Learning methods employed

- Slides
- Lecture
- Case studies
- Small group discussion
- Individual work sessions
- Large group discussion

Audience

This session is geared toward leaders at all levels within an organization, ranging from leads and supervisors to the senior executives. Frontline staff who attend will gain important insight into their role in supporting a culture of excellence.

Step 1: Priority, Aligning priorities with actions

- Determine strategies for keeping organizational priorities for service excellence consistent and visible
- Identify specific actions leaders can take to reinforce priorities
- Review mistakes leaders make that blur priorities for employees
- Create a personal action plan for keeping priorities in front of staff and giving updates on progress
- Learn to communicate priorities in engaging manner

Step 2: People, Engaging your people in service excellence

- Recognize link between employee engagement and patient experience
- Perform self assessment of current skill-set to create an action plan
 - Communication skills
 - Feedback
 - Coaching
 - Recognition
 - Training and development
- Solicit feedback from your team members
- Create a personal action plan for improving skills and share it
- Utilize tracking tool to document feedback and coaching activities

Step 3: Processes, Establishing service-centered processes

- Identify existing successful processes that support organizational priorities and determine what makes them successful
- Identify and evaluate opportunities for creating processes and systems that will support a more service-centered culture
- Learn from best practices

Step 4: Purpose, Fostering a strong sense of purpose

- Recognize that a strong sense of purpose fosters engagement
- Identify leader's role in building stronger sense of staff purpose
- Learn how successful leaders foster a sense of purpose in others
- Take steps to build a greater sense of purpose in yourself
- Identify action steps needed to build a sense of purpose in others

Step 5: Passion, Leading with passion

- Recognize passion as an important catalyst in leadership
- Identify things you are passionate about
- Determine if your personal passion is aligned with visible action
- Learn what actions put passion into practice