



LEADERSHIP AS SERVICE WORKSHOPS

These workshops can be expanded to large conference style presentations that are interactive and creative or can be delivered in a smaller team environment where appropriate.

Social Intelligence

Develop devoted employees and lifetime customers.

Social intelligence is one of the top three key work skills and capabilities needed now and in the next few years. For leaders this means the business world is looking for leaders who have the ability to connect with people in a deeper, more meaningful way (staff or customers) enabling you to get things done and solve complex problems, despite the abstraction of technology. A critical skill for the future.

Reset Your Service Culture

How to make Purpose and Values real and meaningful at work

Values are the things that shape who we are and how we handle various situations. They effect how we act, how we make decisions. In a service environment Purpose and Values can be the obvious missing link to creating a more consistent service culture. Learn how to make your purpose and values MORE REAL....for our employees, suppliers, customers...take them down off the wall and really use them!

Embedding New Service Habits

Tactics for rewiring new habits in busy service environments and making them stick

It takes 66 days to rewire a new habit. Whether you want to create an implementation plan for your teams or you are wanting to rewire some of your own habits that are limiting your growth and development as a conscious leader, you need to learn, lightly how to commit to what you want your new normal to be. With perseverance comes growth, both in skill and confidence.

Conscious Service Leaders

Dive into three foundational pillars that make up a conscious leader (Strengths, Values, Mindfulness). Warning; only for those who dare to be honest and brave, most of all those who are ready to step up and get out of their heads.

We must be leaders of people, not results. Everything you need to be the best leader for yourself, your team and your organisation is already within you. You just need to get out of your own way. Really. You need to get out of your own head, stop reading the rule book and remember the one thing you are here to do; to serve. This is a Self – assessment of your leadership on steroids.

Influencers Of Service

Understand different motivators for your teams and how to develop them into the best versions of themselves.

If you have a team of people to lead and customer service is a focus of yours then this workshop will allow you to tap into peoples source and their behaviours on the job. This skill will allow influencing to be effortless and you will drive your teams competencies as a result. Become a master of looking at people's potential over their performance.

Bonus: As part of this workshop you will complete the iWAM tool (inventory of work, attitudes & motivators) and look at 48 ways you are motivated at work and the attitudes and the way you sort and perceive information.(this is valued at \$300 per person for the tool)