



# DESIGNATED TRAINER PROGRAM FOR SERVICE EXCELLENCE

Designed for organizations that want to deliver OTEC's flagship "**Service Excellence**" program in-house. Trainers gain a solid understanding of adult learning basics and discover how to develop a learner-centric environment. Organizations will benefit through increased employee participation, theory retention and support in efforts to create a 'service culture'. Organizations take advantage of the flexibility and cost-effectiveness of using their own in-house trainers to enhance overall performance of their organization.

## WHO SHOULD ATTEND

- In-house trainers

## SESSION DETAILS

- Two full-day sessions
- Interactive format
- Takeaway resource guide and resources

## PREREQUISITE

### Service Excellence Program

In-house trainers are required to participate in the Service Excellence workshop before receiving final accreditation as a Designated Trainer.

## PROGRAM AT A GLANCE

### Day 1

- Discover recognized adult learning principles and theories
- Explore various learning styles and personal trainer style inventory
- In-depth examination of trainer guide
- Preparation of individual presentations and assignments

### Day 2

- Learn how to effectively deliver the program to a variety of audiences
- Uncover techniques to handle difficult participants
- Gain experience delivering a 15-minute **Service Excellence** mini-module in a simulated training setting
- Acquire feedback/evaluation to perfect skills

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### CONTACT US TODAY FOR MORE INFORMATION

**OTEC OFFICE & LEARNING CENTRE** 21 Four Seasons Place, Suite 300  
Toronto ON, M9B 6J8 | p. (416) 622.1975 | t.f (800) 557.6832 | e. [info@otec.org](mailto:info@otec.org)  
[www.otec.org](http://www.otec.org)

