

Designated Trainer Program

SERVICE EXCELLENCE



Instructor-led. Virtual.

Ensure your team has the most up-to-date skills and knowledge to create exceptional experiences for your customers. OTEC's Designated Trainer Program teaches you how to deliver OTEC's flagship Service Excellence Training in your organization.

SESSION DETAILS:

- Engaging and interactive 3-day workshop
- Instructor-led. Virtual.
- All participants receive a comprehensive facilitator guide and support materials to help you train your team

DESIGNED FOR:

- In-house trainers
- Anyone who will be delivering Service Excellence training in their workplace

SESSION HIGHLIGHTS:

DAY 1:

The Foundation - Service Excellence Training

- Understand the importance of Emotional Intelligence when communicating
- Learn how to recognize Moments of Truth during customers interactions
- Understand Service Excellence behaviour guidelines and how they apply in the workplace
- Practice the Service Recovery process for handling customer problems

Participants are required to complete the Service Excellence training before receiving final accreditation as a Designated Trainer.

DAY 2:

The How - Training Theory

- Learn about recognized adult learning principles and theories
- Explore various learning and training styles
- Participate in a deep examination of trainer guide

DAY 3:

Your Turn - Training Practice

- Learn how to effectively deliver the program to a variety of audiences
- Uncover techniques to handle challenging participants
- Gain experience delivering a 15-minute Service Excellence mini-module in a simulated training environment
- Receive feedback and evaluation to help perfect your training skills