

Modeling Customer Service in Your Leadership Style

Recommended CEUs .7 /PDHs 6.5/CPEs 7.8

Field of Study: Specialized Knowledge

Thursday

8:30 a.m. Section One

- Course Introduction and Overview
- Discussion of Learning Objectives
- What is Leadership?
 - Manager vs. Leader
 - How a Manager Becomes a Leader
 - Can You be a Manager and not a Leader?
 - Can You be a Leader and not a Manager?
 - Discussion

10:00 a.m. Break

10:15 a.m. Section Two

- Profile of Today's Workforce
- Look into Generations
- Millennials vs. Baby Boomers
- Diversity in Workforce
- Discussion

Noon Lunch *(on your own)*

1:00 p.m. Section Three

- Evolving Leadership
- Leadership Basics
- What is Emotional Intelligence?
- Managing Conflict
- Managing Change
- Developing a Plan
- Performance Metrics
- Self-Development Exercises

3:00 p.m. Break

over

3:15 p.m.

Section Four

- Seven Styles of Leadership
- Developing Collaborative Skills
- Being Effective Communicator
- Developing Others and Creating a Team
- Customer Service as a Strategic Goal
- Review of Public Power Case Studies
- Recruiting, Hiring, and Retaining for Results
- Effective Use of Technology
- Understanding External vs. Internal Customers

4:30 p.m.

Course Adjourns

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Upon completion of this course, participants will be able to successfully:

1. Explain the differences between a manager and a leader.
2. Describe the essential skills of a manager.
3. Provide examples of the generational differences in today's workforce.
4. List the elements of Emotional Intelligence and how they impact leadership effectiveness.
5. Explain the modes of conflict resolution.
6. Identify strategies for preventing conflict.
7. List strategies for managing and planning for change.
8. Identify change performance metrics.
9. List the seven levels of consciousness model.
10. Explain the seven styles of leadership.
11. Discuss how to develop collaborative skills.
12. Describe how to be an effective communicator.
13. Describe strategies for developing others.
14. Identify the key activities for a customer service leader.
15. Explain how to incorporate customer services as a strategic goal.
16. Describe examples of how public power utilities aligned a culture of service with organization values and behaviors.
17. Explain strategies for employee empowerment.
18. Describe how to recruit, hire, and retain employees for best results.
19. Explain how to make effective use of technology in customer service.
20. Distinguish between internal and external customers.