

Frontline Leadership Programme

Course Name

Frontline Leadership - Team Events: Walking in the Customers Shoes

Course Description

This modular programme is made up of two one-day workshops, approximately six weeks apart. Participants will practice problem solving and continuous improvement techniques, arriving at an action plan to improve the service they currently provide to their customers and/or stakeholders.

Audience

Teams or groups of business leaders (Band 2-4) wanting to develop their customer service and relationship management skills.

Duration: 2 Day(s) **Class Size:** 30

Competence Name Awarded

N/A

Competence Awarded

N/A

Course Code

N/A

Prerequisite Name

N/A

Prerequisite Short Code

N/A

Skills Assessment Scheme Regime

N/A

Course Type

Face to Face

Download Date: 15/5/2024