

# 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

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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