

A CONSULTING APPROACH TO PROVIDING EXCELLENT SERVICE

2 Day Workshop + 1 Day Follow-up

Objectives

This workshop is specifically aimed at in-house staff providing consultancy and support services to front-end users. The aim will be to help them to improve their consultancy skills, provide a higher level of added value, and generally have a more customer-focused approach.

Workshop Content

- **The skills required by an effective consultant** – interpersonal, technical, management
- **Critical success factors** – what are the key criteria of success?
- **Setting realistic objectives** – must be achievable and measurable
- **Relationship management** – understanding the customer!
- **Establishing and agreeing service levels** – what's expected of you? If you don't specify, how can you measure the success?
- **Managing expectations** – the key to customer satisfaction! It's all relative. If they expect less and you deliver more, that's success
- **Structured approaches** – process consistency
 - ❖ Understanding the requirement – play it back to ensure you understand
 - ❖ Planning – plan the required activities, set a delivery date, keep customer informed
 - ❖ Interviewing and analysing – how to get the required info and cut to the chase
 - ❖ Presenting results – delivering the results in the most meaningful way
- **Types of service** – will require different approaches
 - ❖ Operational/Strategic
 - ❖ Apps/Data Management Support
 - ❖ Project Management
- **Problem management** – ensuring that problems are properly managed to resolution, and knowledge captured
- **Keeping score** – measure results against agreed service levels and publish the results
- **Establish ongoing plans for improvement** – continuous improvement programme motivates the support staff and impresses the customer.

Follow-up (1 month later)

Experiences of attendees

Lessons learnt

Analysis of real-life case studies

Modify plans and establish approaches for continuous improvement