



Proactive service management

...generate service growth through successful leadership

Motivated service employees identify themselves with the company's after sales service and represent it as "people as brand" towards customers. We teach service managers the methods for a successful management, control and motivation of their service teams. The training reveals how effective leadership contributes to a motivated service team and additionally increases service sales and profits.

Contents:

- Goals, roles and tasks of a service manager
- Leading employees: Recognition - support - criticism
- Employee motivation and incentive systems in the service
- Employee qualification and development
- Performance review as basis for team building, motivation and conflict management
- Team building and collaboration with other departments
- Pragmatic methods of time management

Your benefits:

In the seminar you will learn, how to...

- achieve leadership acceptance through service competence
- plan active customer support at all employee levels
- motivate employees and establish an incentive systems in the service
- professionally conduct performance reviews
- plan and use your time efficiently

Target group:

Service managers, regional service managers, team leaders

**IMPULS - Learn from the pioneer and market leader in service consulting!
Benefit from our excellent service know-how and experience from over 350 successful
after sales service projects and several thousand training participants.**