

# Advanced Service Excellence Skills:

## *Hard-Wiring Best Practices™*

### **MISSION:**

Advanced Service Excellence Systems for Continuous Performance and Improvement

### **YOU WILL LEARN HOW TO:**

- ▶ Develop a vision that defines your team's role in achieving the organization's larger goals for Service Excellence.
- ▶ Use the three leadership skills for hard-wiring: Coaching, Mission, and Pathway.
- ▶ Assure that all team members understand the emotional importance of the Best Practice.
- ▶ Lead your team to create specific performance goals – and hold themselves mutually accountable for achieving them.
- ▶ Break the work into “small bites” that yield big rewards.
- ▶ Recognize “Human Speedbumps” such as fear, laziness, and “It’s not my job!” and learn ways to smooth them out.
- ▶ Eliminate “Process Speedbumps,” such as poor planning or poor follow-through.
- ▶ Skillfully handle associates who are not contributing to the Best Practice effort.
- ▶ Resolve any of the “Killer Bs” (bickering, blaming, or blustering) that interfere with doing what’s right.

### **SEMINAR ATTENDEES SAY IT BEST:**

“Excellent, very motivational and “real” – talks with you, not at you. Keeps it interesting while delivering quality information.”

– Alison Collins, Respiratory Therapist, Hoag Hospital

“Good wake up call. We face a large task here. Your approach is motivating and makes change seem do-able.”

– Ed Ensesser, Administration, St Mary Medical Center

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