

Service Motivation

OLC Course Recommendations

Competency Definition

Creates and sustains an organizational culture which permits others to provide the quality of service essential to high performance. Enables others to acquire the tools and support they need to perform well. Shows a commitment to public service. Influences others toward a spirit of service and meaningful contributions.

OLC Component Titles

A Manager's Primer for Ensuring Accountability

COURSE TSA-MGMT-PRIMRACCTBL-0001

Description: "You are either part of the solution or part of the problem." That assertion from Eldridge Cleaver is a perspective that you must impart to each and every employee you supervise. There are many effective ways to get them to see this valuable viewpoint. And that's what you'll learn in this course. As a manager you are on the line when things go wrong. This course is designed to enhance your ability to communicate a philosophy of continuous improvement, what you expect of your staff, and what they must expect of themselves. This is a primer on multiple approaches to performance appraisal. It's much easier to hold people accountable for their work if they know exactly what's expected, and more importantly, why it's expected. Acting on the lessons in this course will pay off in increased employee commitment, not to mention increased profitability. The other major payoff here is the opportunity to do some soul searching. How accountable are you? You'll have the chance to consider your own performance as a manager and practice your own strategic approach for ensuring accountability.

Duration=6.0

Building the Service Foundation: Corporate Culture

COURSE TSA-CS-CORPCULT-0001

Description: As the saying goes, "You can't create the cathedral before you build the foundation." That's why the first course in this Customer Service series focuses on building the foundation of good service. The buzz term is "Corporate Culture." It's not some rare disease, but your workplace "culture" can be positively or negatively infectious as it relates to customer service. In this course, you'll get the basics about corporate culture, and how it impacts service. You'll be able to identify on-the-job issues that are barriers to service excellence. Simple, but effective, exercises will enable you to differentiate between a healthy corporate culture, and an unhealthy one. At the completion of this course, you'll be able to develop a step-by-step action plan that sets the tone for an organization that prides itself on quality service. Finally, you'll gain the know-how to be a dynamic force within your own division, team, or group culture. By learning to strengthen the internal environment, you'll increase commitment to service, boosting performance, productivity, and ultimately, success. **Duration=3.5**

Coaching Skills

COURSE TSA-MGMT-COACHSKILLS-0001

Description: At its simplest, a coaching session is a conversation, a dialog between coach and coachee, and so all coaching interventions depend totally on communication. Within that simplicity however, are layers of subtle interaction, which a coachee needs to be aware of, alert to what both -sides- of the conversation are actually communicating--verbally, visually, and vocally. The first requirement for a successful coaching conversation is rapport, once that exists, the coach is better placed to discover the facts, opinions and feelings of the coachee's situation; only by establishing the present position of the coachee are you able to move forward. Additionally, the coach must control the conversation proactively, for example, knowing what questions to ask rather than providing answers. **Duration=5.5**

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Energizing and Empowering Employees

COURSE TSA-LEAD-ENERGEMP-0001

Description: Energy. Without it, the wheels and gigabytes of industry come to a screeching halt. And without energized, empowered employees, your part of global industry will make far less progress. This course introduces you to the importance of energizing and empowering employees. By doing so, you multiply the benefits to your department, team, and organization. The course begins by showing you ways to cultivate employee energy as well as the reasons why it's important. It shows you not only the need to energize and empower employees, but also how to do so. Then you'll explore the role of communication in amplifying that energizing process. You will also learn how to create a work environment that inspires excellence. Finally, you'll see how to act on that energy and reap the benefits.

Duration=2.5

Fundamental of Exceptional Customer Service

COURSE TSA-CUST-FNDEXCPCUSTSVC-0001

Description: You've seen the ad campaigns that boast, "Customer satisfaction guaranteed." But in today's marketplace, satisfaction isn't enough. This course is designed to take your goals beyond merely satisfying the customer to creating customer loyalty. The training takes aim at outdated modes of thinking, and establishes the building blocks for a service mentality that increases customer commitment, not to mention profits. Learn how to develop service standards and track their effectiveness. Gain new insights and strategies from the corporate masters of customer service. Explore the value of building relationships with customers. Most importantly, by the end of the course you'll be able create your own customer-focused philosophy. **Duration=3.5**

Key Stages in Coaching

COURSE TSA-MGMT-STAGECOACH-0001

Description: Coaching has many uses in organizations, and the sequence of coaching activities is similar in all of them. This course will involve learners in the continuous process of discovery, goal setting, action planning, and follow-up that distinguishes coaching from other development methods. **Duration=6.0**

Leadership without Authority

COURSE TSA-COMM-LEADWOAUTH-0001

Description: Lily Tomlin said, -I always wondered why somebody doesn't do something about that. Then I realized I was somebody.- Tomlin could have been speaking on behalf of many employees in the corporate world who, despite having little authority, take it upon themselves to become leaders nonetheless. Becoming a leader, and getting results, without authority is especially important in today's corporate culture, where middle management and the concept of seniority are being replaced by a flat organization structure and intense competition. Such an environment makes the need for leadership skills especially crucial. In this course, you'll learn how to circumvent your lack of authority to get results through effective leadership. **Duration=3.0**

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Organizational Culture and Leadership

COURSE TSA-LEAD-ORGCULTLEAD-0001

Description: What is organizational culture? How would you describe your company's culture? How is leadership related to culture? In this course, you'll explore the concepts related to organizational culture, and learn how the different cultures relate to leadership. You'll learn about the dynamics of cultural change and how you, as a leader, can influence the direction of your organization's culture. The course ends with strategies for leading in a learning culture. **Duration=2.5**

Successful Coaching Relationships

COURSE TSA-MGMT-SUCSCOACH-0001

Description: Coaching is a set of practical skills and a style of relating that develop the potential of both the individual being coached and the coach. For this development to take place, there must be a working relationship between a coach and a willing coachee, a relationship based on mutual trust, respect, commitment and confidentiality. Within this collaborative framework, the coach uses a repertoire of styles to suit both the situation and the personality of the coachee. This course shows learners what fosters a productive coaching relationship and what prevents such relationships. The course analyzes the role of the coach and examines learning styles to see how adults approach learning tasks in different ways. **Duration=7.5**

The Emotionally Intelligent Leader

COURSE TSA-COMM-EMOTINTELEAD-0001

Description: Putting emotional intelligence to work is an emerging trend in corporate leadership. Developing the best talents in executives, managers, and others throughout the organization has become vital to corporate success. As a leader, you cannot rely upon your intellectual knowledge. You must have the interpersonal competence that comes with emotional intelligence. This course will guide you in developing your emotional intelligence as a leader and then direct you in developing it in others. **Duration=2.5**

The Enabling Leader

COURSE TSA-LEAD-ENABLEAD-0001

Description: In this course, you'll learn how to enable your employees by providing more choices and fostering competence. You'll understand why offering visible support to your people makes them able to "make the call" when necessary. This course will also assist you in discovering common aspirations, improving your interpersonal skills, communicating your passion, and making your vision tangible. You will understand the importance of developing shared goals and integrative solutions while building relationships based on trust. Finally, you'll discover how you, as a leader, can foster critical-thinking skills in your employees. You'll discover how to get people to challenge their assumptions, and you'll learn methods you and your employees can use to imagine and explore alternatives. **Duration=5.0**

The Leader as a Model

COURSE TSA-LEAD-LEADERASMODEL-0001

Description: -Leaders...know how to dance the old dance. We all grew up in traditional organizations with conventional leader and role models. Now the music has changed. We don't know the new steps and there are not footprints on the floor.- Peter R. Schools' words accurately reflect the challenges of leading today. You have to be able to develop a diverse team that can achieve optimum performance. You have to know how to motivate a variety of individuals. And you have to be willing to shed the old ways of thinking to make room for the new. This course will start you on that path. **Duration=3.0**

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The Manager as Coach and Counselor

COURSE TSA-MGMT-COACHCOUNSL-0001

Description: "The ripest peach is highest on the tree." "A man's reach should exceed his grasp." How do you motivate employees to go after "the ripest peach," or reach for the skill level that seems beyond their grasp? You do it by coaching. Coaching is what cultivates employee growth, not to mention employee loyalty. In The Manager as Coach and Counselor, you'll learn to take people from adequacy to excellence. And as you build their self-esteem, confidence, and competence, you'll be building on the bottom line. This course explores four coaching styles, and the methodology to use them all. You'll also discover techniques to overcome employee resistance. Another key learning module is designed to get your workers past the confusion or mistrust that comes with having a new kind of boss. After all, if you are suddenly "coach," as opposed to supervisor, they'll need thoughtful dialogue as to why you've changed your approach, and what you hope to accomplish. After this course, you will be able to develop a workplace filled with high achievers. **Duration=5.0**

The Mentoring Manager

COURSE TSA-MGMT-MENTORMGR-0001

Description: Looking for ways to enhance your managing skills? In this course, you'll acquire expertise as a mentor that will benefit your employees, your organization, and your own career. You'll examine how mentoring differs from managing, and you'll brush up on essential communication skills. Finally, you'll learn to use mentoring to improve on team organization, dynamics, and performance. **Duration=2.5**