



SERVICE LEADERSHIP

(TSC Title / Unit Code: Service Leadership / RET-CEX-4014-1.1 / TGS-2021009437)

Duration:
15.25 Hours

Overview

Ever wondered how you can better lead your service teams? You will first need to declare service as a top priority. Then, [walk the talk](#).

As leaders in the service chain, this is indeed integral, whether you're trying to sell a product, service or idea. Leaders can't just tell people to serve. Leaders need to show their teams how to serve. Leaders need to teach their teams why that is so important. In an organisation, the service vision comes alive when leaders live and breathe it too.

So, what do you need to do for this to happen? As a service leader, you need to clearly identify the characteristics of a leader, and recognise the roles and responsibilities you hold, thus considering how they can contribute to operationalising your organisation's vision, mission and values.

With that clarity, you can further build on the essential techniques needed to promote a customer-centric environment and apply methods to influence your teams, in order to better respond to the changing customer needs, desires and expectations, so as to achieve service excellence.

Now, what do you do next to monitor how effective your team is? How do you plan for improvements that need to be made? You will need to track your team development stages at particular points thus map that against the matrices for team success, which can help you analyse your team performance. And with a [Plan, Do, Check, Act \(PDCA\) model as a tool](#), you can clearly identify clear actions for improvement.

In this module, you will garner the necessary knowledge and skills to equip you with fundamental methods and techniques in developing and influencing your teams for service excellence.

Outline

This training session is built on the Rubicon Model comprising three stages of decision-making (pre-action phase forethought, action phase control and post-action phase reflection) in the subject matter of Service Leadership which covers a range of topics which [can possibly include but is not limited to the following](#):

- ◆ The Service Leader
- ◆ Corporate and Personal Vision
- ◆ Vision, Mission and Values in Action
- ◆ The Customer Centric Environment
- ◆ Emotional Intelligence, Authentic Empathy and Agile Leadership
- ◆ Consultative and Solution Selling
- ◆ Team Performance and Effectiveness
- ◆ Action Plans for Improvements

	Self-Sponsored (SkillsFuture Credit / PSEA Claimable) NTUC UTAP Claimable (Members Only)		Company-Sponsored		
	Singaporeans (Age 21-39 years old) & PRs (Age 21 & above)	Singaporeans (Age 40 years & above)	SME (Singaporeans & PRs aged 21 years & above)	MNC (Singaporeans aged 21-39 & PRs aged 21 & above)	MNC (Singaporeans aged 40 & above)
Full Course Fees	\$600	\$600	\$600	\$600	\$600
SkillsFuture Funding (Baseline)	\$300	\$300	\$300	\$300	\$300
SkillsFuture Mid-career Enhanced Subsidy	N.A	\$120	N.A	N.A	\$120
SkillsFuture Enhanced Training Support for SMEs	N.A	N.A	\$120	N.A	N.A
Nett Course Fees (Before 8% GST)	\$300	\$180	\$180	\$300	\$180
8% GST on Full Course Fee	\$48	\$48	\$48	\$48	\$48
Nett Fees Payable to Wizlearn incl. 8% GST	\$348	\$228	\$228	\$348	\$228
Total	\$648	\$648	\$648	\$648	\$648

SME - Small Medium Enterprise, MNC - Multinational Corporation