

# Lead the Service Experience | Academy

ACHIEVE THROUGH PEOPLE

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## WHO SHOULD ATTEND:

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- Customer contact team leaders

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## LEARNING OUTCOME:

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Attendees will learn how to put into practice their leadership skills at the service of an exceptional customer experience while guiding a customer-centric team towards exceeding expectations and achieving business goals.

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## TRAINING OUTLINE:

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- Overview of the “Run the Service Experience”
- Vocational advanced
- Service culture
- Managing business operation
- Leading service excellence

Attendees

**10 - 12**

Duration

**TBA**

depending on need