

COURSEMOOGY

# LEAD *with* SERVICE VISION

## *WHO SHOULD ATTEND?*

Ideal for:

- Mid-to-Senior Managers
- Department Heads
- Team Leaders & Supervisors
- Frontline Managers
- Customer Experience (CX) Specialists
- Service Quality Leads
- Operational Excellence Professionals
- HR / L&D Professionals

## KEY OUTCOMES / BENEFITS

- Clear and actionable service standards
- Improved customer journey mapping
- Stronger frontline problem-solving
- Better leadership, coaching and feedback
- Data-driven service improvement

## COURSE OVERVIEW

Equip leaders and supervisors with practical skills to translate organisational vision and values into clear service standards, improve customer journeys, coach teams, and drive continuous service improvement.

## KEY LEARNING AREAS

🎯 Align Vision, Mission & Values
💬 Translate Values into Service Standards
🧭 Improve Customer Journeys
🤝 Build Customer-Centric Culture
📣 Drive Proactive Service Through Feedback
🏆 Service Recognition & Team Engagement
👥 Influencing, Coaching & Feedback Skills
📊Performance Analysis & Continuous Improvement

COURSEMOLOGY



# BUILDING HIGH PERFORMANCE TEAMS

THROUGH INNOVATIVE CHALLENGES 通过创新挑战打造高绩效团队

## WHY THIS COURSE?

Build stronger communication, creative thinking and problem-solving skills through interactive team challenges and workplace simulations.

通过互动式团队挑战和职场模拟，提升沟通、创意思维及问题解决能力。

## WHAT YOU'LL LEARN

- Understand the key characteristics of high-performance teams
- Strengthen communication, trust and collaboration
- Apply creative thinking and problem-solving techniques
- Improve decision-making and critical thinking
- Develop stronger leadership and team engagement
- Turn workplace challenges into innovative solutions
- Create practical team improvement action plans

## WHO SHOULD ATTEND?

Team Leaders • Supervisors • Executives • Senior Executives • Assistant Managers • Managers • Department Heads • Project Leaders • Operations Personnel • Cross-Functional Team Members

团队领导 • 主管 • 执行人员 • 高级执行人员 • 助理经理 • 经理 • 部门主管 • 项目负责人 • 运营人员 • 跨部门团队成员

## INTERACTIVE LEARNING EXPERIENCE

- HIGH-PERFORMANCE TEAMS | 高绩效团队

Build trust • Alignment • Accountability |建立信任 • 目标一致 • 责任担当

- TEAM COLLABORATION | 团队协作

Communication • Active Listening • Feedback | 沟通 • 积极倾听 • 反馈

- INNOVATION & PROBLEM SOLVING | 创新与问题解决

Creative Thinking • Root Cause Analysis • Solutions | 创意思维 • 根本原因分析 • 解决方案

- INNOVATION CHALLENGE | 创新挑战

Team Simulation • Decision Making • Strategic Thinking | 团队模拟 • 决策制定 • 战略思维

- LEADERSHIP & PERFORMANCE | 领导力与团队绩效

Motivation • Coaching • Empowerment |激励 • 辅导 • 授权

- ACTION PLANNING | 行动计划

Continuous Improvement • Workplace Application | 持续改进 • 职场应用

## WHAT PARTICIPANTS WILL TAKE AWAY

Stronger Teams | Better Communication | Creative Problem-Solving | Practical Solutions | Improved Team Performance

团队领导 • 主管 • 执行人员 • 高级执行人员 • 助理经理 • 经理 • 部门主管 • 项目负责人 • 运营人员 • 跨部门团队成员



COURSEMOOGY

# MANAGING CHANGE

LEAD TEAMS. NAVIGATE TRANSITION. DRIVE SUSTAINABLE CHANGE.

## COURSE OVERVIEW

Organisational change can create uncertainty, resistance and operational disruption. This practical programme equips leaders and managers with structured frameworks and practical tools to guide teams through complex transitions, reduce friction and turn strategic plans into successful execution.

### KEY TOPIC

Learning Organisation Foundations
Workforce Change Competencies
Change Frameworks & Alignment
Roles & Transition Readiness
Systems Thinking & Impact Planning
Change Communication & Feedback
Data Analysis & Benefit Realisation

### KEY OUTCOMES

Accelerate adoption of strategic initiatives
Strengthen leadership and change-management capabilities
Identify and address barriers before they affect operations
Improve communication, collaboration and employee engagement
Sustain long-term business value from change initiatives

### WHAT YOU'LL LEARN

- Diagnose Change Readiness
- Use Lewin's Force Field Analysis and Kotter's 8-Step Model to identify drivers, barriers and readiness for change.
- Lead Teams Through Transition
- Apply adaptive leadership and clear responsibility frameworks to support teams through different stages of change.
- Manage Risk & Disruption
- Conduct Risk-Reward Analysis and develop contingency plans to minimise operational impact.
- Communicate with Clarity
- Build trust through active listening, feedback systems and effective multi-channel communication.
- Measure & Sustain Results
- Use performance data and feedback to evaluate progress, take corrective action and sustain business benefits.

### WHO SHOULD ATTEND?

Senior Leaders • Executives • Department Heads • Managers • People Managers • HR Professionals • Organisational Development Specialists • Change Champions