



Barney School of Business  
**UNIVERSITY OF HARTFORD**

**Barney School Leadership Development Center**

**Spring 2010 Leadership Development Program topics  
February 23, 2010**

**Unleashing Service Excellence**

The delivery of excellent service must be viewed as a way of life within an organization, not an add-on to the employee's job responsibilities. This means making extraordinary customer service the culture of the organization so that customers know that "service excellence" is just the way it's done here – no matter who they are working with or how unique their situation. To create this service excellence culture, managers need to develop the service philosophy and service standards that are observed by all employees – and experienced by each customer.

The culture of service excellence reaches beyond the employee-customer interaction into all aspects of the customer experience. "Everything speaks" in your environment to the customer and has an impact on their experiences. Managers must look through the "lens of the customer" to see, hear, touch, and feel what it is like to do business with your organization and to understand the customer experience. A culture of service excellence requires that you and your staff become aware of all aspects of the environment and customer experience, and shape them all to support the philosophy and standards of service excellence.

This one-day program will help managers:

- Understand the business case for building customer loyalty, rather than merely customer satisfaction,

- Aligning the organization around a shared service vision and standards,

- Create a comprehensive service excellence experience for internal and external customers,

- Evaluate and improve service processes through the 'lens of the customer',

- Identify ways to create memorable points of contact in each customer interaction,

- Review tools that can change customer 'satisfaction' to customer 'delight',

- Learn leadership actions that operationalize the principles of service excellence in your organization.

Who will benefit:

Leaders and managers who want to learn a proven process to ensure consistent, excellent service delivery that builds customer loyalty and organizational success.

Instructor:

Teri Yanovitch



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**Conflict Management**

To maintain peak performance in an organization, employees must have the skill sets necessary to deal effectively and proactively with conflict situations.

Organizations are struggling to speed up; scrambling to adapt; trying to innovate; embracing new technologies; and responding to a rapidly changing marketplace. The probability of employees having differing opinions and styles is inevitable.

Conflict in an organization has consequences – both positive and negative. Managing it effectively is critical to the success of your business. The primary goal of this program is to develop an understanding of the dynamics of conflict – how and why it occurs. Participants are invited to examine their own styles of managing conflict, and learn ways of turning conflict into action.

Desired outcomes of this session:

That participants will:

- Develop an understanding of how and why conflict occurs between types and styles.
- Examine cycles of conflict to improve understandings of frustration and reactions to various behaviors.
- Understand their preferred style of managing conflict – Thomas-Kilmann Conflict Mode Instrument.
- Discuss when different conflict styles work; and when they don't work. Learn the cost and benefit of each style.
- Examine ways of turning conflict into action, by learning strategies for increasing effectiveness with individuals of different style preferences.
- Review and learn the four phases of Negotiating. Develop an understanding of the "Pinch" Negotiation Model, and learn the importance of "second round capability. Role plays and case studies are included.

Instructor:

Scott Davis