



## **World Class Service Programme**

### **Change Management and Introducing the Future**

**30 September and 1 October 2010**

#### **Overview**

World Class Service has a strong track record in working with prestige clients to help them improve service leadership skills to award winning standards. Based on this success we have decided to create a further 2 day master class on change management so that team leaders and department managers can develop the knowledge and skills they need to handle change management. The austerity budget of June 22 2010 is going to create a challenging change environment for a new generation of managers. The programme covers how to handle change from a personal, team and business perspective. The programme remains faithful to the World Class Service values of excellence and value addition close to the customer proving the methods and insights for course attendees to establish a positive change culture back in their own organisation.

#### **Who is this programme for:**

This programme is ideally suited to team leaders, supervisors and department managers who want practical advice and training on how to deliver change and improve business performance.

#### **Is there a formal qualification?**

There is no formal qualification from this workshop. The programme is business focused, practical and based on successes over the past 10 years in medium and small businesses.

#### **What does the programme cover?**

1. Different types of change
2. Perceptions of change
3. Business model generation

4. How to map and understand internal and external change
5. Forces of change
6. Scenario planning
7. Things that are constant vs things we can change
8. Ownership in change programmes
9. Implementation tools and systems; best practice.
10. Monitoring and Evaluating change activities
11. Personal planning.

### **How is the programme delivered?**

The programme is lead by Howard Raynor the Managing Director of World Class Service Ltd. The format includes formal presentation, case examples, discussion, group work, personal tasks and personal planning activity.

This 2 day programme includes hand out pack and continuing on-line support at World Class Service Ltd

**Please note: There are just 15 places on the programme to ensure a high level of engagement and participation.**

Howard has 30 years of experience in hospitality and events management including Departmental management, General Manager, Chief Executive roles.

### **Where is the programme delivered?**

The programme will take place at The Lowry Hotel, 50 Dearmans Place, Chapel Wharf, Salford M3 5LH. This excellent Rocco Forte hotel provides a useful back drop to seeing service standards in action.

### **When is the programme running?**

The 2 day programme will run on Thursday 30th September and Friday 1<sup>st</sup> October 2010. The programme is **NOT** residential

### **What does the programme cost**

Cost per person attending is £325 plus VAT (early bird discount), £325 plus VAT standard price. Cost includes all hospitality on the day, work books, follow up and on line resource support through the World Class Service web site.

## **Interested ?**

Contact Louise Hargreaves or Howard Raynor at World Class Service Ltd on 0161 456 6007

Or via e:mail at [louise@worldclassservice.co.uk](mailto:louise@worldclassservice.co.uk) or at [howard@worldclassservice.co.uk](mailto:howard@worldclassservice.co.uk)

## **What our customers say about our programmes:**

*"All relevant."*

*"Thought provoking, very different, workshop style worked well, very relaxed & use of examples - Highly effective."*

*"The training was particularly beneficial and useful as a whole and not just one aspect of it."*

*"I found this course extremely beneficial to me and my role in my job. I feel I have learned many new ways of how to deal with certain situations and to guide and motivate staff and indeed myself. Being able to discuss current issues and problems with others allowed me to broaden my way of thinking, and think of viable solutions to take back to work and implement. I enjoyed being shown by way of dealing with situations in a different way and this was very helpful. I have really learned a lot from the past two days and thoroughly enjoyed the course. Being with other people from other hotels was helpful."*

*"The course was delivered at a great pace and it motivated me to want to give input on delivery of standards."*

*"Very good course in an excellent environment, delivered at a pace easy to understand, an excellent trainer."*

*"Really enjoyed the course, learnt lots about methods of customer service so it can be quantified and taught"*

*"Many thanks for a FANTASTIC course again !"*

## **Is there a wider programme of World Class Service Courses?**

If you are planning for courses for later this year World Class will be running master classes in sales and change management. Please call us if you would like to hear more about these courses.