JAMES COOK INSTITUTE

COURSE DURATION

16 hours

COURSE SYNOPSIS

Learners need to recognise the diversity markers as well as the importance and value of diversity in contributing to organisational objectives and their personal work or career goals. With that, learners will be better positioned to contribute ideas on how diversity can add value to service delivery.

With the right mindset and attitude towards embracing and tapping the opportunities of diversity to increase service delivery excellence, learners are introduced to how emotional intelligence can be applied to improve collaboration, resilience and working relationships to handle service challenges in a diverse environment.

Having been equipped with knowledge and skills to embrace diversity and demonstrate inclusiveness at the workplace, learners are ready to work with team members to deliver service excellence and handle challenges with resilience to achieve organisational objectives. More importantly, learners are encouraged

COURSE OBJECTIVES

By the end of this course, learners will be able to:

- Explain the importance of inclusiveness in a diverse service environment
- Contribute ideas on how diversity can add value to the service delivery
- Apply emotional intelligence to interact effectively with team members and customers
- Handle service challenges in a diverse service environment with resilience
- Deliver service excellence in diverse work environment to meet organisation's service standards
- Adopt methods to monitor self-ability to handle diversity in a service environment

TARGET AUDIENCE (OPERATIONAL)

This training is relevant to all frontline staff that has customer interactions.

ASSUMED SKILLS:

- Learners must be able to read, write, speak and listen to English at secondary school level
- Learners to have minimum GCE 'O' level or ITE certificate education
- Learner should have at least 1 year's working experience in any industry

TRAINING METHODOLOGIES

Lectures, group discussion, case study, role play, self-reflection videos and hands-on activities designed to bring out skills practice.

COURSE CONTENT

Learning Unit 1: Same Same But Different

- The Service Environment – The New Normal

- What is Diversity?

- What does Inclusiveness mean?

- Types of diversity

- Identify diversity challenges & opportunities

- What does good Service Delivery mean?

- How diversity can add value to service delivery

- How to translate perspectives on diversity into feasible ideas

Learning Unit 2: I know ME

- What is Emotional intelligence?

- Apply emotional intelligence to interact with team members

- Apply emotional intelligence to interact with customers

- Service challenges

- What is resilience?

- Demonstrate resilience to handle service challenges

Learning Unit 3: Make Our Service Count

- Customer Diversity

- Organisational Service standards

- Meeting customers' needs and expectations

- Avenues to improve self-ability in handling diversity

- How to monitor own actions in handling diversity