

QSP Core

Quality, Service, People

People are our most important asset; Knowledge is their most important tool. Each is an empowered member contributing to the success of our mission.

Program goals:

1. Introduce new employees to Physical Facilities.
2. Introduce new employee to Physical Facilities' culture/ values
3. Develop skills for success in today's organization

Curriculum

Module 1 Basic Principles

Learning Points

1. Recognize situations that require using the Basic Principles
2. Develop your plan of improving your listening skills
3. Use the five elements of giving feedback to an employee, supervisor, peer or customer.

Key Actions: The Basic Principles

Content:

Reiterate Basic Principles

Active Listening skills

Giving Feedback

Video: *Worksmarts*, Operationalizes the Basic Principles in today's terms.

Module 2 Building Bridges of a diverse workforce

Learning Points

1. Define Diversity, getting beyond the foods, flags, and festivals.
2. Examine our biases and generalizations and how we can make constructive changes to them for our success with others.
3. Recognize our differences and gain better understanding of each other.
4. Develop new ways to communicate and work on relationships with everyone

Key Action

Recognize the differences until the differences don't matter

Content

Defining diversity

Our changing workforce

Personal reflection on our biases

Treating others with courtesy, dignity and respect

Video: *Diversity, Food for Thought*

Module 3 Reaching for Stellar Customer Service

Learning Points

1. Describe the challenges of delivering Stellar Customer Service
2. Identify those characteristics of A STAR service provider
3. Create an action plan for delivering Stellar Customer Service

Key Action

Customers want:

- 👍 Attention
- 👍 Speed
- 👍 Trustworthiness
- 👍 Accuracy
- 👍 Resourcefulness

Content:

Past customer service experiences

Your moments of truth with your campus customers

Identifying what your customers need/ want

Making the grade in customer service

Video: *Reaching for Stellar Customer service*

Module 4 From Conflict to Collaboration

Learning Points

1. Identify their preferred method for responding to conflict.
2. Develop new approaches and responses to conflict beyond their typical response.
3. Practice the how to's and when each type of conflict response is appropriate.
4. Develop an action plan for responding to a conflict.

Key Actions:

The Basic Principles

Content

Thomas/ Kilman Modes of coping with conflict

How to handle different types of situations that can become conflicts

Moving from conflict to collaboration

Video: *Everybody Wins: How to turn conflict into collaboration*

Module 5 Coping with Changing Times

Learning Points

1. Provide you with a new and positive way of looking at change so it works to your advantage. Give you a fun language and method of thinking that will accelerate your and your organization's ability to change.
3. Show you a reliable way to win by doing what works in changing times

Key Actions: *The handwriting on the wall*

Change Happens

Anticipate Change Adapt To Change Quickly Be Ready To Quickly Change and Enjoy It, Again, And Again!

Content:

Reading the Handwriting on the wall

Which character best represents your initial response to change?

Video: *Who moved my cheese?*

Module 6 Teamworks

Learning Points:

1. Identify team goals
2. Identify team roles
3. Look for ways to help each other achieve goals
4. Share ideas to meet team goals.

Key Actions

Know what's expected of you

Take the initiative to make things better

Accept responsibility

Support your team

Value the qualities and skills of others

Share information

Content

What makes for a good team?

Roles of authority and initiative in your job.

Examples of good/ bad teamwork

Videos: *Team Spirit?* And *Survival Run*