

Organizing Service

Seminar objectives

The participants will

- Learn the fundamentals of self-organization and time management
- Learn to keep their training and information up to date and to organize these themselves
- Learn to actively obtain new information from Coburg
- Learn to organize customer information exchange with their colleagues (together with the Service Manager)
- Understand their position as responsible members of the Service organization and work on principles of operation
- Learn to support their Service Manager by actively following thought processes and passing on information
- Learn to bring their suggestion for continuous improvement in the Service concept to the customer

Contents

- Self-organization
- Time management
- Dealing with flow of information
- Passing on information
- Responsible negotiation



Methods

- Lectures
- Group work
- Role-play
- Feedback

Organisation

- Target Groups
 - Service Technician
 - Service Staff
- Period
 - 1 day