

Leadership Programme Toolbox

Being a Visionary and
Creative Leader

Managing change

Delivering extremely
good Customer Service

Creative Leader

Leadership Behaviors

Performance
management

Making decisions

Delegation of work

Team Building leader

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Being a Visionary and Creative Leader:

Sessions to enable managers to show how to go in front of the team with good examples to comply to company Vision and Mission

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Managing change:

Sessions to make Leaders able to implement the required changes and give them tools to succeed with the new CS Strategy

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Delivering extremely good Customer Service:

Sessions to coach the leader in setting the customer first, build a 3A culture to get extreme high customer satisfaction



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Creative Leader:

Sessions to give competence to the leader how to use creativity to overachieve customer expectations by creative solutions in Customer Journey

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Leadership Behaviors:

Sessions to help the leader by developing a leadership platform to get engaged with their teams

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Performance management:

Sessions to support the leader in using tools how to have employees reaching the agreed targets

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Making decisions:

Sessions to enable the leader to make own decisions based of fact and figures in a effective way

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Delegation of work:

Sessions to learn the leader when and how to delegate responsibility to the team and to make a commitment to the work delegated

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Team Building leader:

Sessions to coach the leader in getting the team work together as a common team to reach common targets by using the Sales- & Service Process

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