

## Internal Client Service

Internal Client Service refers to the skills and interactions practiced between colleagues within a company. The main principle behind this is that colleagues should be able to "serve" each other with the same diligence and motivation as they would to an external public customer or client.

Our customized course takes a three-fold approach, allowing us to first get to know the staff, earn their trust, observe opportunities for improvement; and then, secondly, deliver a workshop that introduces and practices new skills in a fully interactive format; and third, follow-up to ensure these best habits stick. Habits such as:

- Developing more positive interaction
- Building respectful relationships
- Avoiding, reducing, and resolving internal conflict
- Developing a proactive internal client service mindset
- Fostering awareness and accountability
- Developing awareness of team experience

To achieve the objectives of developing a more functional, proactive and communicative team, we deliver three components: consultation, facilitation and follow-up.

We believe it is essential to gain the trust and cooperation of the individuals in the group by meeting with them and interacting with them in some informal scenarios prior to a learning session-day. Our initial consulting phase consists of one or more site visits, possibly including a lunchtime "kickoff"-style meet-and-greet, as well as confidential interviews and some shadowing. The objectives of this consulting phase would be:

- to better understand the working environment – both the physical working environment as well as in relation to time, stress, workload and context.
- to better understand the individuals themselves.
- to establish learning criteria and performance benchmarks from both the participants and their stakeholders.

Following on from this consultation exercise, we would then prepare and deliver a curriculum for your review. This curriculum would outline the structure and delivery style of the session-day, including topics, exercises, cases studies and handout material. Any further meetings or discussions with stakeholders that you deem necessary with regard to refining the curriculum would be welcome.

The workshop would then be delivered as an interactive event, one business day (6 – 8 hours) in duration.

As with all of our Bristall Morgan workshops, an equal amount of attention would be given to the post-session period, especially to the four weeks immediately following the session, but continuing on a mentorship basis indefinitely. We have found this “bell-curve” style to be most effective both in terms of enhancing and reinforcing learning opportunities for participants as well as for reviewing benchmarks and performance with stakeholders.

The specific outline of the session would only be created after the consulting phase was underway, but would address the objectives identified on page 1 of this document as well as those to be identified or refined during stakeholder discussions.