



Engaging human performance
to deliver strategic results

Mindfulness based Service Excellence

Introduction

Mindfulness means paying attention in a particular way on purpose, in the present moment, and non-judgmentally – JonKabat Zinn

Products can be copied, so can the distribution channel the only aspect of an organization that cannot be copied is the Service mindset of employees. The service mindset of employees creates customer service experiences which ensure that our customer remains with us.

Leaders are you constantly struggling to provide outstanding Customer service which helps you differentiate your products and services from the rest of your competitors. Look no further Mindfulness based Service Excellence. Much of service breakdowns takes place simply by the fact that the service staff is not paying attention to deal. How better to address this need than to help your front-line staff and hotline staff practice Mindfulness.

The Benefits of Mindfulness based Service Excellence

- Be able to improve the ability to refine focus and have mental clarity during the service encounter
- Be more engaged and inspired to provide outstanding service
- Be able to read unexpressed needs and messages
- Develop more intuitive discernment and there by able to help the customer achieve a higher level of satisfaction.
- Develop a higher level of empathy
- Improve productivity, efficiency and effectiveness

Programme outline

The programme will cover the theoretical and practical aspects of Mindfulness and service excellence. The content outline is as follows;

- Introduction to mindfulness and the practice of mindfulness
- The misconceptions of mindfulness
- Being present to do active listening

- Listening with your eyes, ears and heart
- Emotional Awareness and Emotional Self – regulation
- Openness and curiosity
- Learning to practice mindful empathy
- Mindful service Excellence in practice

Your Facilitator – Thanziza Usoof (Tanzi)

A researcher and practitioner of Mindfulness with a career that spans over a period of 23 years. Tanzi's career covers industries such as telecommunication, Cable television services, retail and real estate. Her training career which commenced in the year 2000 saw her joining Training and consulting brands. Having experienced and participated in many 'Train the Trainer' programmes and having understudied well known trainers in Sri Lanka and overseas Tanzi brings a wealth of Training experience to her training, consulting and executive coaching programmes. During her time with Dynamix International (Pvt) Ltd the Franchise holder for Franklyn Covey South Asia and Door South Asia. She had the pleasure of delivering programmes designed by Dr. Stephen R Covey including the 7 Habits of Highly Effective People.

She holds a bachelor's degree in Natural Science, A Diploma in Psychology. An advance Diploma in Counselling and Life Coaching, a MBA and is currently reading for her PhD at the University of Colombo, Faculty of Graduate Studies on a combination Management, Mindfulness and Psychology.

As part of the visiting Lecture panel of the Chartered Institute of Personal Management she specialises in lecturing for the National Diploma in Training and development, Diploma in Psychology and The Professional Qualification in Human Resource Management. Also a visiting lecturer for Australian college of Business and Technology she is an appointed lecturer for Edith Co

Her training and facilitation experience include participants from over 15 countries including Europe, Middle East, the Far East and South Asia for the past 17 years. Tanzi comfortably accommodates a range of programmes and participant numbers, from one on one coaching to Training programmes with 60 – 70 participants.

Her 25 years of professional experience comes from teaching, and the service industry, including mobile and fixed phone, entertainment, real estate and Training. She has also had the pleasure of working with, and learning from, gurus such as Tom Peters, Dr. Stephen R Covey, Dr. Edward de Bono, Ron Kaufman, Jack Trout, Bob Urchuck, Robert Holden and Robin Speculand.

Tanzi taps into her knowledge of the natural environment, Psychology and Management principles to make her sessions exciting, practical and easy to grasp.

Participation details:

	Colombo – Sri Lanka – English Medium	Colombo – Sri Lanka – Sinhala Medium
Venue	Global Towers Hotel	Global Towers Hotel
Dates	3 rd October 2019 [1-day workshop]	10 th October 2019 [1-day workshop]
Timing	9.00 am to 4.00 pm on both days	
General Fee –including lunch & refreshments	Rs. 9,500/-	Rs. 9,500/-
Bulk Discount	15% discount for 15 or more participants, 10% discount for 10 or more participants and 5% discount for 5 or more participants.	
Registration	Call: +94 (11) 4873575 or email prarthana@sensei-international.com	