



CLAIRE BOSQCQ

EX & CX

WORKSHOPS

Caring Service Culture Leadership Workshop

**This workshop will be teaching
you the core principles to apply
for being a human leader to
nurture a Caring Service Culture
by mastering the CARED
framework**

**1/2 day,
full day
or two days sessions**

Learning Outcomes:

- Develop an Employee and Customer-Centric organisation
- Nurture Caring Leadership Characteristics
- Improve operational efficiencies
- Measure, recognize and reward customer-focused performance excellence

Congruence

- Developing your Purpose - Vision - Mission
- Living your values
- Maslow's Theory - Physiological needs

Accountability

- Environment: Conscious & subconscious
- People: WellBeing - CX & EX promise
- Customers: Emotional connections - Communications - Rapport building - Trust

Resilience

- Self-Actualization: Outcome-focussed goals setting- Development, growth - creating habits
- Self-regulation: Positive thinking - Self-Esteem - Confidence - Motivation
- Being grateful: Recognition - BE-DO-HAVE - The wheel of life

Emotional Intelligence

- Self-Awareness: Our State - Left V Right Brain
- Certified Behavioural Assessments
- Compassion: Mindfulness
- Our Emotions: Drivers - Impact of our emotions - 5 senses

Dance - Waggle dance

- Assess
- Develop
- Implement/Train
- Measure

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