

## UBC DEPARTMENT OF EDUCATION AND TRAINING

## UBC EXCELLENCE: BUILDING FRONTLINE LEADERS



### Who is Eligible?

UBC Excellence: Building Frontline Leaders is a two and one-half day program open to Council and Fund administrative (clerical) staff. This may include Council/Local staff, Benefit staff, Health & Welfare staff, Dispatch, and JATC/A&T Fund staff.

### Program Description:

Every Frontline Leader in the UBC plays an integral role in contributing to the development of a Constructive Culture throughout the Organization and our industry. UBC Excellence: Building Frontline Leaders was developed to address multiple aspects of customer service. From ensuring the delivery of a second-to-none experience for UBC customers, to helping participants understand the impact of service received—this program aims to bring UBC customer service to a level that inspires people to share their experiences with others. UBC Excellence is focused on developing an attitude of personal responsibility and service excellence that goes above and beyond customary practices.

### Program Overview:

- Internal/External Customer Service
- Leading Teams and Individuals Without Direct Authority
- Customer Service Excellence and Success
- Influence on Membership
- Communication Skills
- Managing Customer Expectations
- Dealing with Difficult Customers
- Responding Effectively to Specific Behaviors
- Developing Personal Service Mission

