

CAUDIT

Council of Australasian University Directors of Information Technology

PROFESSIONAL DEVELOPMENT
SHORT COURSE PROGRAM

INSTILLING A SERVICE
MINDSET

at Australasian universities and
research organisations



INSTILLING A SERVICE MINDSET

COURSE DURATION: 2 x Interactive Online Modules

IS THIS COURSE RIGHT FOR YOU?

This course is ideal for any individual seeking to create value and build relationships by harnessing a service mindset culture within your organization.

DELIVERY MODE

This course will be delivered in two x 2hr web sessions.

The two sessions will be interactive and enable participants to share first-hand experiences, ideas and questions with peers and our expert facilitator.

This program is part of **CAUDIT**
Capability Short Courses:
'Engagement Dimension'

LEARNING OUTCOMES

Upon completion of this course you will:

- Have an understanding of the true value of a service mindset.
- Create a foundation for excellence in interactions that are genuine, focused and result oriented.
- Be empowered to manage your mindset for more positive interactions, understand what is needed and how you can deliver it.
- Understand the difference between a growth and fixed mindset and how it effects customer interactions.
- Put into practice tools and self-management techniques that help you assess and respond to individual situations

ABOUT THIS COURSE

This two-session short course has been developed especially for people from within IT, library and research disciplines in the higher education sector and provide you with a deep appreciation of the value in choosing a service mindset for your interactions with colleagues, clients, stakeholders and peers.

Your mindset is the foundation to your growth and you have the choice to offer value, the choice to attract positive interactions and the choice to act as a professional. Instilling a service mindset underpins your own personal work values and strengthens your organization's culture ensuring that your interactions are genuine, focused and exceed expectations.

COURSE Facilitator

Greg O'Brien



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WORKSHOP OVERVIEW

Session One – Transforming your service mindset

Introduces a foundation to understand what you are able to do that brings resilience and empowerment, to help you in the face of challenging service situations. This session defines the reasons why a service mindset is a valuable tool to you and your organization and what you are trying to achieve by delivering it. You will gain a deeper appreciation and clarity of who the customer is, what drives their motivation, how to understand what they really want and how your mindset impact them and others. The session will explore a fixed vs growth mindset and how to identify barriers and will provide clarity around goal 'setting' vs goal 'getting'.

- **Welcome, introductions and check-in**
- **Starting with the Why**
- **Goals and goal Getting**
- **The Customer**
- **Mindsets**
- **Action Planning**

Session Two – Harnessing the power of a service mindset

Session Two will provide you with a platform to share what you have been able to apply and achieve since the previous session in addition to identifying key 'Moments of Truth' for you and your customers and how they can be improved. Pivotal to this session will be understanding your circle of influence / concern and exploring how emotional intelligence can be used as a powerful motivator to define service excellence as well as exploring the concepts of 'Proactive' vs 'Reactive' and learning techniques to frame how you turn 'no to this' into 'yes to something else'.

- **Welcome and check-in**
- **Update from the field**
- **Moments of Truth**
- **Responding effectively**
- **Customer challenges**
- **Final Action Planning**

Your experiences

Each session is delivered and adapted based on the sharing of experiences and situations from participants via active interaction with the facilitator and each other to embed the core concepts of the program.

CAUDIT programs are all about developing foundation skills and building communities and will provide opportunities for participants to get to know each other and each others work - relationships that you will keep well after the program has finished.

CAUDIT

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