



Once

Upon A Time

Kindle an appetite to deliver genuine service from the heart. Behind the brand and the process-centric façade – resides an indelible spirit of humanity. Once Upon A Time is about Celebrating Life in a curated session that brings a heightened awareness of what it takes not just for the front-line associates but for everyone who should be mindful of appreciating the human spirit beyond a transactional mindset.





ONCE UPON A TIME

KINDLING STORIES CELEBRATING LIFE

Once Upon A Time — *Kindling Stories Celebrating Life* is an exclusively customized workshop for heads of businesses, department heads, as well as Process Owners and associates. The objective of this workshop is to instill a sense of enthusiasm around customer and employee excellence, going beyond the call of duty and thereby developing a DNA of delighting the internal and external customers, across the organization. The workshop is best conducted in cross-functional groups of 15-20 participants and is highly recommended for multiple levels in the organization.

THE COURSE CONTENT

Once Upon A Time - Kindling Stories Celebrating Life is a half-day workshop that has a malleable structure designed to open a dialogue with participants, bringing in relevant context to the workshop. The most critical step is the narration of 12 to 15 stories on customer and employee excellence. This sets the ball rolling to instigate the need and a feeling of “*what are we missing?*” about delighting customers. This first step is extremely critical in that it leads to leading and navigating the discussion towards problem and gap identification to reach the levels of consistent customer excellence and build a culture of excellence at all touch points.

At this stage, all problems and gaps identified are collated for execution. A group of participants within the group attending is assigned the responsibility of scheduling the improvement initiatives to be executed. This group in turn is monitored centrally by a group at the corporate office with guidance and facilitation provided by Striking Ideas to the corporate group as well as the various improvement initiatives across the organization.

TRAINING METHODOLOGY

The workshop can be conducted in a virtual, as well as in-person mode. The workshop will be done using cases and stories. There will be various group discussions during the programme, since it focuses primarily on adult learning and experiential learning.

REVIEWS FOR VALUE

It will be required that all participant attending will need to be on a project in your organization that needs to be completed within 3 months after completion of the workshop. This project will be monitored and reviewed by the faculty on a monthly basis. This project monitoring and review will be charged for separately but is an optional activity.

POTENTIAL OUTCOMES

Enlighten audience on what is possible to achieve through: (1) Having engaged employees (2) Believing and Executing in a Customer Excellence Strategy (3) Delivering on Consistent Process to Delight Customers