General Services employees: having their know-how recognized

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IM-15   2 Days (14 Hours)

Description

Today, technicians, collaborators and General Services agents are driving forces behind the smooth functioning of the work environment. They contribute to this operation through their expertise, their know-how and their sense of service. In order to anticipate changes in the work environment, this training will be a source of recognition, progress and professionalism.

Who is this training for ?

For whom

General Services technician and employee, service contract manager, office manager, employee of external companies, service provider and subcontractor.

Prerequisites

- For new entrants and more experienced employees.

Training objectives

- Improve communication and customer relations.
- Increase the quality of service provider monitoring.
- Organize and schedule the various interventions.

Training program

Avant le présentiel

- A self-diagnosis and a video:

Soigner sa relation client

- Understand and listen to the needs of internal customers: 'service commitment' sheet.
- Know the quality tools for the benefit of internal customers: 'survey sheet satisfaction'.
- Encourage internal customers to be eco-responsible: "energy-saving behavior" sheet.
- Scenario Practical case: customer spirit in your activities and professions.

Piloter un sous-traitant

- Know the regulatory framework for subcontracting.
- Define your needs: identify good practices.
- Locate the 10 key points of a service contract .
- Scenario Practical case: the essentials of the prevention plan.

Organiser son activité au quotidien

- Prioritize the processing of intervention requests.
- Ensure the smooth running of one-off interventions.
- Evaluate the cost of the service.
- Scenario Practical case: how much does it cost?

Repérer les principes de base de la communication

- Know how to present a project, write an information note.
- Scenario: Practice a concrete case of internal communication.

Après le présentiel: Mise en œuvre en situation de travail - AFEST compatible

- A reinforcement program: "ROI of my action plan", two e-learning modules: "Adapting to others to communicate better. Go. A" and "Adapt to others to communicate better. Go. B".