


SERVICE EXCELLENCE TRAINING SESSIONS



**THOMPSON
RIVERS
UNIVERSITY**



TRU IS COMMITTED TO PROVIDING SERVICE EXCELLENCE BY BEING OPEN, COLLABORATIVE, AND EMPOWERING IN SUPPORT OF THE SUCCESS, WELL-BEING AND BELONGING OF ALL MEMBERS OF THE TRU COMMUNITY.

SESSION #1 SERVICE EXCELLENCE

This foundational session will provide participants with an overview of the importance of service as part of TRU's service culture. Participants will understand and define service standards and the TRU Service Excellence Statement which outlines elements of being open, collaborative and empowering.

SESSION #2 OPEN

The second session on Service Excellence will focus on the open element. Participants will work to develop their sense of presence, ability to invite dialogue and cultivate empathy. Practical tools will be provided to support greetings and varying service exchanges across different channels: email, phone, text, in person. Activities will support service providers to consider practical expressions and actions that foster empathy.

SESSION #3 COLLABORATIVE

Collaboration will be the focus of the third Service Excellence training session and will support participants in avoiding bounce, triaging effectively and building institutional knowledge. The service exchange will be explored in greater depth through animated discussion. A new tool for triaging will be shared and practiced, and participants will leave with an enhanced ability to work through busy times.

SESSION #4 EMPOWERING

The final session of the Service Excellence training will focus on empowerment. Participants will be introduced and will engage in the conversation cycle. Handling difficult and/or escalating service conversations will be explored and practical tools will be shared. The principles of critical thinking and active listening will be analyzed exploring both challenges and potential solutions.

To sign up for one or all of these training sessions, please visit [TRU.CA/SERVICES](https://tru.ca/services) and click on "Improving the Student Experience at TRU".