

# MANAGING CHANGE & ENHANCING TEAMWORK FOR HIGH-QUALITY CUSTOMER SERVICE

Administration  
and Customer  
Service  
Series

## OVERVIEW

In a highly competitive service industry environment, the success of a healthcare & specialist medical centre depends crucially on its employees as human capital in terms of positive work attitudes, upgrading of skills & knowledge, and productive team work. Building a productive team through the acquisition of effective competencies both as a team leader & as team member has always been a great challenge to any organization aspiring to manage change effectively as well as achieve service excellence & greater success.

This two-day attitudinal fine-tuning & skill learning workshop provides an understanding of the process of managing change, and the dynamics of team building. It enables the participants to understand the effective roles of both team leaders & team members, and to acquire the skills & attitudes in playing their respective roles effectively in building a productive team & managing change for quality service & greater organizational performance.

## WORKSHOP OBJECTIVES

Upon the completion of the course, participants will be able to:

- Understand the importance change management & dynamics of team building
- Develop positive work attitudes towards teamwork
- Acquire the skills of playing effective roles both as a team leader and as a team member
- Help to promote better interpersonal harmony & cooperation
- Help to increase organizational performance & productivity

## WHO SHOULD ATTEND?

This training is intended for people without customer service skills and also those with very little customer service training. It is also a good refresher course for those in the service line.



If you have any enquiries, please contact  
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