

SEPTEMBER - Service Skills

For staff to provide consistently excellent service, that need ongoing access to both **hard** and **soft** skill development opportunities.

Hard skills are specific, teachable abilities that can be defined and measured, such as typing, writing, math, reading and the ability to use software programs and equipment as well as comprehend the products and services of the business.

By contrast, **soft skills** are less tangible and harder to quantify, such as etiquette, getting along with others, listening and engaging in small talk, self-awareness and self-regulation.

Hard skills are the technical aspect (IQ) of providing customer service and **soft skills** are related to an employee's emotional intelligence (EQ) and is often referred to as 'people skills'.

September is time to sharpen *Service Skills* of the team.

Practical Activity

Service Skills Analysis

Using the Template provided (*Refer over*) or one you already have, identify and confirm the skill development requirements of your team.

You may like individual employees to complete this before meeting with yourself (or the appropriate person). Review the responses and develop a practical action plan for completion.

Skill development has a greater chance of success when the individual identifies their own areas of need and is part of the action plan development.



Service Skills Assessment

Hard Skills

Consider the technical things you are required to do in your role and list those you would like further training or to learn more about. They could be but are not limited to: computer programs, processes, procedures, equipment or machinery usage, product or service knowledge.

Soft Skills

Circle the soft skill suggestions below that you would like further training or to learn more about. Feel free to add your own.

Time Management	Self Awareness	Positive Attitude
Face 2 Face Communication	Self-Regulation	Adapting to Change
Telephone Communication	Social Skills	Inspiring Others
Team Work	Stress Management	Negotiation
Emotional Intelligence	Listening	Conflict Resolution
Public Speaking	Networking	Patience
Concentration	Body Language	Presentation
Human Behaviour	Self Confidence	Saying No