



# EXCEPTIONAL SERVICE TRAINING

Wright State University 2023-2024

Objective One of the [Bridge Strategic Plan](#) discusses how *“embracing a culture of service excellence better supports student progress to degree completion.”* In support of this objective, a commitment was made to *“develop a service excellence training program.”* Promoting this culture of service excellence is core to our strategic priorities and all faculty and staff are expected to participate in this training.

The program was carefully crafted to respect the knowledge base of our faculty and staff while also providing guidance on the culture of care we are creating for our students, fellow employees and broader community. The program also provides practical tips for improving service to our students (and to each other) without increasing the day-to-day customer service burden of our employees.

Thank you for your enthusiasm and support as we continue to create the culture of care, determination, and exceptional service that define Wright State University!

Highlights of the training include:

- Examining how the communication medium (verbal, email, text, etc.) can impact the message
- Exploring how tone is conveyed and the impact it has on how messages are received
- Contrasting ‘transactions’ and ‘interactions’ with a focus on how to leverage them appropriately
- Asking appropriate questions to show concern and reveal the root cause of the need presented
- Identifying levels of service (both to students and to colleagues) through case studies and small group work designed to examine where improvements will be effective