

Quality Service Strategies: Attention to Detail **8 Hours**

Online, Instructor-Led, "Virtual Classroom" Via Zoom

Overview: The training program is designed to provide participants with the tools and strategies to improve focus and concentration, reduce mistakes, and increase task accuracy to improve overall quality productivity.

Course Content:

- Define the meaning of "attention to detail"
- Describe the type of errors and costs related to low attention to detail within your organization
- Describe how to properly identify the root causes of problems and mistakes
- Explain the difference between fixing and solving the problem
- Describe strategies to optimize your "attentional battery" resources
- Describe the 5 fundamental elements of attention to detail
- Identify tools and techniques for you, your department, and organization to become more detail oriented

Who should attend: Business professionals at every level and in all functional areas who would like to improve their ability to achieve thoroughness and accuracy when accomplishing tasks, and enhance their overall workplace productivity, efficiency, and performance

ETI Instructor: Dr. Barbara Sweet is President/CEO of Learning Transfer Institute, a consulting, training and coaching firm focused on helping organizations create more positive, respectful, and inclusive workplaces. She is an accomplished speaker and author with over 20 years of HR executive experience.

Course Cost: \$250.00

WHEN:

Wednesdays
July 16, 2025 AND July 23, 2025
5:00 pm – 9:00 pm

WHERE:

Online, Remote,
"Virtual Classroom,"
Via Zoom

For more information or to register, please contact:
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