

YOU ARE MITIE | Facilitaton Guide

You are Mitie is a digital programme available via Learning Hub and has been designed for all colleagues to access at a time and in a location best suited for their role.

That said, we recognise that line managers may wish to complete the learning collectively as a team. This short guide has been created to provide you with guidance on how to facilitate the session.



Format	Run the session face-to-face
Duration	1-hour approximately
What you will need	Access to Learning Hub, a PC, or laptop, a quiet space to watch and listen to the videos, pens, and a printed worksheet for each colleague,

Use this checklist to make sure you're all prepared for the session.

Before the session

- ▶ Think about who will be attending and their role, work environment, experience and what would be a good outcome for them.
- ▶ Book or reserve the right room/space for the session
- ▶ Laptop or PC with a screen large enough or colleagues to see
- ▶ Audio works and is loud enough for people to hear
- ▶ Print the worksheets/personal action plans (one per colleague)
- ▶ Pens for each colleague
- ▶ Read this guide

During the session

- ▶ Ensure your television, monitor or other device is set up and positioned well so that all colleagues can view and hear the course
- ▶ Enable subtitles on the video by selecting the subtitles settings icon in the bottom right of the video player and choosing 'British English'
- ▶ Encourage attendees to feel free to speak up, ask questions, and contribute
- ▶ Keep to the topic. If other issues arise, acknowledge them, and agree to discuss them at a separate meeting
- ▶ Use open questions to encourage input: e.g. "What does this mean for us/you?", "How could it we demonstrate this?" "Why does this matter?" "Can you give a specific example?" "Who could help us/you do...?"

Quick guide: Launch the *You are Mitie* module via Learning Hub: <https://mitie.kallidus-suite.com/learn/#!/course/a658c8b2-56cd-46ef-b747-f36cda8e35c5>

Introduction and Show up	Start the programme and follow instruction to work through the introduction and Show up sections
Worksheet	<p>Make sure everyone has a worksheet.</p> <p>Ask the first question: Think about your role, your customers, your work environment. What will you do to demonstrate that you are taking pride in your role?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I will make sure I greet everyone with a smile, even if I'm having a bad day. ▶ I will ... <p>Move to question 2: What will you do to build stronger relationships with your colleagues and customers?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I will introduce myself to at least one person I don't know each week. ▶ I will find out one new thing a week about my colleagues. <p>Now, question 3: What are your personal strengths, and how will you use these to deliver a really great service in your role?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I like to help others. I will look for opportunities to help customers or colleagues. ▶ I am a good problem solver. I will think of new, better ways of doing things and solving problems. <p>Ask a few attendees to share some of their answers.</p>
Step up	Follow instruction to work through the Step up section
Worksheet	<p>Ask everyone to look at the next set of questions on their worksheet.</p> <p>Ask the fourth question: How will you show you're dedicated the next time you are tasked with doing something for someone else?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I will make sure I repeat back what I will do and confirm when I will do it by. ▶ I will always go back to someone to confirm that something has been done or ask if their problem has been solved <p>Move to question 5: How will you escalate issues or problems that you aren't able to resolve yourself?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I will speak with my line manager. ▶ I will speak with my colleagues or others in Mitie and share the information with my colleagues. <p>Now, question 6: What will you do each day that role models personal accountability?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I will put myself forward to work on things to benefit customers, colleagues, my team. ▶ I will communicate to people what needs to be done and will communicate progress. <p>Ask a few attendees to share some of their answers.</p>

Stand out	Follow instruction to work through the Stand out section
Worksheet	<p>Ask everyone to look at the final set of questions on their worksheet.</p> <p>Ask the seventh question: When you notice ways to do things better, how will you make sure these are shared with the right people?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I will flag things to my manager or someone else who can make changes. ▶ I will share my thoughts with my colleagues and get their opinion before escalating to my manager. <p>Move to question 8: How will you turn bad days in to "learning to do better" days?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I will start a journal/diary and keep notes about what went well and what didn't go so well. ▶ I will score my day out of 10 every day and will write down one suggestion on how it could have been better. <p>Now, question 9: What will you do to exceed customer expectations every day?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I will improve my response time. ▶ I won't make promises I cannot keep ▶ I will involve my customers where I can. <p>Ask a few attendees to share some of their answers.</p>
Stop and think	<p>The worksheet is your action plan. Ensure that everyone commits to doing what they have written. Some ideas to help people do this:</p> <ol style="list-style-type: none"> 1. Buddy colleagues up and encourage them to check in regularly to see how things have progressed 2. Begin to include a You are Mitie conversation at each team meeting. Discuss what has been working, what difference people have noticed, what feedback has been received 3. Call colleagues out as and when they have demonstrated great customer service and have role modelled showing up, stepping up, and standing out.

Next steps: Updating training records. Once you have delivered your session you **must** arrange for the attendees training records in learning Hub to be updated. Follow these steps:

1. Download the Training record upload form - <https://mitiepeople.com/wp-content/uploads/2022/10/Training-Upload-Form-eLearning.xlsx>
2. Complete the 'Upload Template' tab, with the required information
3. Submit through raising an Ask HR ticket, under the category 'Training Records'.

Detailed breakdown of the programme: Launch the *You are Mitie* module via Learning Hub: <https://mitie.kallidus-suite.com/learn/#/course/a658c8b2-56cd-46ef-b747-f36cda8e35c5>

Time in mins	Section	Content/Activity
1:00	Introduction	Set up the session with the attendees including key messages: <ul style="list-style-type: none"> ▶ Created a One Mitie approach to Customer Service ▶ Differentiates us from our competitors ▶ This is the foundation to Customer service and is for all Mitie colleagues ▶ Think about the model and programme in the context of your role, contract, customer (internal and external)
2:30	Welcome	Play the video
2:00	Good service = success for us all	Follow screen instructions Give colleagues time to read through or read aloud
1:30	The Mitie way to delivering exceptional service	Play the video Take away: The model applies to all. We all deliver service. <i>You are Mitie</i> is the model. Three parts: Show up, Step up, Stand out. Course covers what the model is, why it's important, and what people can do today to deliver great service.
	Menu	Select Show Up
1:00	Show up: video	Play video Take away: Show up means we take pride in our work, bring yourself, work as part of a team
2:00	We take pride	Give colleagues time to read through or read aloud what we mean by We take pride. Read through the examples of the Mitie Star nominations which show how our people show up, step up, and stand out. Take away: Be proud of the work you do. Take pride in your contribution, your skills and capabilities.
1:00	We take pride: video	Play the video Take away: You are Mitie. We all represent the company and first impressions count.
2:30	Make a good first impression	Quiz: Which of these simple things do you think help make a positive impression? Choose between the options Answer on screen and feedback. Discussion: Ask attendees to think about their role and environment. What other things that would make a great first impression?

3:00	We're team players	<p>Give colleagues time to read through or read aloud</p> <p>Quiz: Think about some of the really good teams you've been part of, either in work or in your personal life – What was it that really made them successful?</p> <p>Choose between the options</p> <p>Answer on screen and feedback</p>
1:30	We're team players: video	<p>Play the video</p> <p>Take away: Teamwork is very important. One team and there to support each other. Together, we are stronger. Understand each other's strengths.</p>
2:00	What you can do today to build successful relationships	<p>Give colleagues time to read through or read aloud</p> <p>Take away: Building relationships makes delivering great service easier. Advice on how everyone can build successful relationships</p>
2:30	We're ourselves: video	<p>Play the video</p> <p>Take away: It's tiring to play a character. Mitie encourages you to be yourself. Bring your personality, skills, experiences. Customers like it when we are ourselves.</p>
1:00	How did Ranjit show up?	<p>Give colleagues time to read through or read aloud</p> <p>Quiz: Choose between the options</p> <p>Answer on screen and feedback</p>
1:30	We're ourselves: video	<p>Play the video</p> <p>Discussion: How did Ranjit show up this time around?</p> <p>Take away: It's tiring to play a character. Mitie encourages you to be yourself. Bring your personality, skills, experiences. Customers like it when we are ourselves.</p>
1:00	We're ourselves	<p>Give colleagues time to read through or read aloud</p> <p>Take away: First impressions matter. It's a better outcome for all when we are authentic. You can do your job whilst being yourself.</p>
0:30	Show up summary: video	<p>Play the video</p>
4:00	Worksheet	<p>Make sure everyone has a worksheet.</p> <p>Ask the first question: Think about your role, your customers, your work environment. What will you do to demonstrate that you are taking pride in your role?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I will make sure I greet everyone with a smile, even if I'm having a bad day. ▶ I will ...

		<p>Move to question 2: What will you do to build stronger relationships with your colleagues and customers?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I will introduce myself to at least one person I don't know each week. ▶ I will find out one new thing a week about my colleagues. <p>Now, question 3: What are your personal strengths, and how will you use these to deliver a really great service in your role?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I like to help others. I will look for opportunities to help customers or colleagues. ▶ I am a good problem solver. I will think of new, better ways of doing things and solving problems. <p>Ask a few attendees to share some of their answers.</p>
1:00	Show up: summary	<p>Take away: At Mitie we show up, which means...</p> <ul style="list-style-type: none"> ▶ we take pride in our work ▶ we're team players ▶ we're ourselves
	Menu	Select Step Up
0:30	Step up: video	<p>Play the video</p> <p>Take away: Step up is about dedication - doing what we say we'll do, we solve problems, and we're accountable</p>
1:00	Step up	<p>Give colleagues time to read through or read aloud</p> <p>Quiz: Choose between the options</p> <p>Answer on screen and feedback</p>
2:00	What you can do today to show dedication and ownership	<p>Give colleagues time to read through or read aloud</p> <p>Take away: Being dedicated and doing what you say you'll do starts with listening.</p> <p>Look, Listen, Think can help us step up.</p>
3:00	We're problem solvers: video	Play the video
1:30	We're problem solvers	<p>Quiz: What did Neil do that shows he is a problem solver?</p> <p>Choose between the options</p> <p>Answer on screen and feedback</p> <p>Take away: We all have the ability to step up. Even if we can't solve problems or request, we can always do something to help, even if it's finding someone else who can fix a problem.</p>
0:30	We're problem solvers: video	<p>Play the video</p> <p>Take away: When we're faced with problems, we need to understand them, and look for solutions.</p>

1:00	Dealing with unhappy customers	Give colleagues time to read through or read aloud
2:00	Dealing with unhappy customers: LAST	<p>Give colleagues time to read through or read aloud</p> <p>Click on each letter of the acronym LAST to reveal the information</p> <p>Listen – Don't interrupt. Make sure you get the facts. Use verbal or non-verbal communication and open body language.</p> <p>Apologise – Saying sorry can help to build rapport and ensure the customer feels listened to.</p> <p>Solution – A good solution can turn a negative experience into a positive one. If you don't have a solution, explain that you will go away and find one or speak with someone else who can.</p> <p>Thank them - Complaints are an opportunity for us to learn and improve. Thank the customer for raising the issue</p> <p>Take away: We always have an opportunity to turn a bad situation into a really positive one. Demonstrating great customer service is just as important when dealing with unhappy customers.</p>
1:00	We're accountable: video	<p>Play the video</p> <p>Take away: We're accountable for the work we do and the quality. Being open and honest and ask for help when we need it.</p>
0:30	Step up summary: video	Play the video
4:00	Worksheet	<p>Ask everyone to look at the next set of questions on their worksheet.</p> <p>Ask the fourth question: How will you show you're dedicated the next time you are tasked with doing something for someone else?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I will make sure I repeat back what I will do and confirm when I will do it by. ▶ I will always go back to someone to confirm that something has been done or ask if their problem has been solved <p>Move to question 5: How will you escalate issues or problems that you aren't able to resolve yourself?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I will speak with my line manager. ▶ I will speak with my colleagues or others in Mitie and share the information with my colleagues. <p>Now, question 6: What will you do each day that role models personal accountability?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I will put myself forward to work on things to benefit customers, colleagues, my team.

		<ul style="list-style-type: none"> ▶ I will communicate to people what needs to be done and will communicate progress. <p>Ask a few attendees to share some of their answers.</p>
1:00	Step up: summary	<p>Take aways: At Mitie we step up, which means...</p> <ul style="list-style-type: none"> ▶ we're dedicated ▶ we're problem solvers ▶ we're accountable
	Menu	Select Stand out
0:30	Stand out: video	<p>Play the video</p> <p>Take away: It's what makes us special! We're ambitious and want to do more, we learn and grow from our experiences, and always look to exceed expectations.</p>
1:00	We're ambitious	Give colleagues time to read through or read aloud
2:00	Exceed expectations	<p>Follow onscreen instructions.</p> <p>Give colleagues time to read through or read aloud</p> <p>Three empathy principles can help us do this</p> <p>Discussion: What does this mean for us? How can we understand, relate, and respond to our customers?</p>
2:00	Exceed expectations: Examples	<p>Follow onscreen instructions.</p> <p>Give colleagues time to read through or read aloud</p>
1:00	We learn from experience: video	<p>Play the video</p> <p>Take away: Mistakes happen, as long as we learn from them. Learning from our experiences, both positive and negative helps us grow.</p>
	What you can do today to learn and grow	<p>Quiz: We've all had those days where everything goes wrong. So, what will you do at the end of it?</p> <p>Choose between the options</p> <p>Answer on screen and feedback</p> <p>Take away: Good or bad, we can always learn. Reflecting, learning, and growing are key to standing out.</p>
0:30	Stand out summary: video	Play the video
4:00	Worksheet	<p>Ask everyone to look at the final set of questions on their worksheet.</p> <p>Ask the seventh question: When you notice ways to do things better, how will you make sure these are shared with the right people?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I will flag things to my manager or someone else who can make changes.

		<ul style="list-style-type: none"> ▶ I will share my thoughts with my colleagues and get their opinion before escalating to my manager. <p>Move to question 8: How will you turn bad days in to "learning to do better" days?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I will start a journal/diary and keep notes about what went well and what didn't go so well. ▶ I will score my day out of 10 everyday and will write down one suggestion on how it could have been better. <p>Now, question 9: What will you do to exceed customer expectations every day?</p> <p>Ask attendees to write down their answer(s). Example answers:</p> <ul style="list-style-type: none"> ▶ I will improve my response time. ▶ I won't make promises I cannot keep ▶ I will involve my customers where I can. <p>Ask a few attendees to share some of their answers.</p>
0:30	Stand out: summary	<p>Take away: At Mitie we stand out, which means...</p> <ul style="list-style-type: none"> ▶ we're ambitious ▶ we learn and grow from our experiences ▶ we always look to exceed expectations
	Menu	Select What's next
0:30	What's next: video	<p>Play the video</p> <p>Take away: You are Mitie! At Mitie we show up, step up, stand out. Share your actions with your manager, your team, and colleagues.</p>
2:00	Stop and think	<p>The worksheet is your action plan. Ensure that everyone commits to doing what they have written. Some ideas to help people do this:</p> <ul style="list-style-type: none"> ▶ Buddy colleagues up and encourage them to check in regularly to see how things have progressed ▶ Begin to include a You are Mitie conversation at each team meeting. Discuss what has been working, what difference people have noticed, what feedback has been received. ▶ Call colleagues out as and when they have demonstrated great customer service and have role modelled showing up, stepping up, and standing out.
1:30	Final thoughts: video	<p>Play the video</p> <p>Take away: Working to understand and value your customers. Try new things - we are all winners when we deliver great service. Take pride in what you do and do it with passion and care. We can all deliver exceptional customer service.</p>

Next steps:

Updating training records: Once you have delivered your session you **must** arrange for the attendees training records in learning Hub to be updated. Follow these steps:

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2. Complete the 'Upload Template' tab, with the required information
3. Submit through raising an Ask HR ticket, under the category 'Training Records'.