

pax8Academy

ADVANCED SERVICE MANAGEMENT

Syllabus

Updated: February 2025

Training Overview

Advanced Service Management is a 4 session, 8-hour course designed for experienced Service Managers to develop their skillset. Partners will learn about topics related to higher growth stage organizations.

We will discuss managing and leading your team, including how to develop a leadership style that works for you, creating a positive culture and community, and problem solving when you encounter difficulties. One topic we will cover is how to manage managers including managing up and direct reports who are managing others.

We'll also cover managing your clients, building strong relationships, managing costs (for you and for them), communication tips, and what to do in difficult situations. Additionally, we will get deeper into important financial topics and metrics to focus on for efficiency, optimization, and forecasting.

This course is built for those who have taken the introductory Pax8 Academy course [Service Management](#) or for those who have been in the Service Manager role for several years.

What You'll Get

- 8 hours of virtual, interactive, instructor-led content taught by an experienced MSP expert.
- Downloadable videos* of the content you can rewatch on-demand at your convenience.
- Downloadable slide decks, handouts, and resources.

Learning Objectives

By attending this course, Partners will learn how to:

- Be a better leader at the MSP, build a positive and productive service culture, and motivate your team effectively
- Resolve conflicts and develop your communication skills, while showing value to your clients
- Manage finances accurately, improve profitability, and control costs for the MSP
- Optimize your processes and create an amazing client experience

* Videos will either be recordings from your session or previously recorded material in which partner faces and voices have been removed. It is recommended to attend courses live to receive the full benefits of interactive Q&A with the instructor and class.

Schedule of Topics

- Session 1: Managing your Team
 - Your role as a leader
 - Building a productive service culture
 - Commit to continual learning
 - Managing your calendar
 - Motivating employees and improving engagement
 - Creating a supportive work environment
- Session 2: Managing your Clients
 - Establishing effective communication and conflict resolution
 - Enhancing the client experience – how to be client focused
 - Defining value and communicating your value to clients
 - Service optimization and efficiency
- Session 3: Managing to Financials and Efficiency
 - Understanding the financial aspects and metrics of running a service department
 - Strategies for improving service gross margin and profitability.
 - Budgeting and cost control techniques
 - Focusing on utilization
 - Leading and lagging metrics
 - Forecasting and anticipating demand
- Session 4: Advanced Growth Stage Topics
 - Process improvement methodologies
 - Reducing waste

Instructor



Chris Wicks
Manager of Academy Coaching

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Testimonials

"I am a new manager and have felt that this course, along with other courses provided by Pax8, has provided a lot of helpful information and insight into what it takes to be a manager of a successful team." – A. Alvarez, Bonded Networks

"New to service management? Chris Wicks at Pax8 is your super hero! 🦸" – D. Prock, DP Computer Technologies

Additional Resources

Recommended books to read:

- [The E-Myth Revisited: Why Most Small Businesses Don't Work and What to Do About It](#) by Michael E. Gerber
- [The 5 Dysfunctions of a Team](#) by Patrick Lencioni
- [Traction: Get a Grip on Your Business](#) by Gino Wickman
- [The Phoenix Project](#) by Gene Kim, Kevin Behr, George Spafford
- [The Fred Factor](#) by Mark Sanborn
- [The 7 Habits of Highly Effective People](#) by Stephen R. Covey
- [The Peter Principle](#) by Raymond Hull and Dr Laurence J. Peter
- [Get a Grip](#) by Gino Wickman and Mike Paton

Next Steps

Explore your next step with Pax8 Academy:

- On-Demand Content
 - [Business Tools](#)
 - [Leadership Skills: Managing Conflict - Pax8 Academy](#)
 - [Psychological Safety from the Pros - Pax8 Academy](#)
 - [The Power of Saying NO: Strategies for Setting Boundaries at Work - Pax8 Academy](#)
 - [Feeling like an Imposter: Overcoming Self-Doubt and Embracing Your True Potential - Pax8 Academy](#)
 - [Building Your Culture: The Benefits of Diversity, Equity, Inclusion, and Belonging \(DEIB\) - Pax8 Academy](#)
 - [Strategic Time Management - Pax8 Academy](#)
 - [Tips for Efficient and Effective Meetings - Pax8 Academy](#)
- Instructor Led Course
 - [Finance for Service Managers](#)
- Peer Groups
 - Collaborate with a [Service Manager Peer Group](#)
- Coaching
 - Transform your business with [Operations Coaching](#)

Register for this course through the Instructor-Led Training Subscription

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- [6-25 employees](#)
- [26-50 employees](#)
- [51+ employees](#)