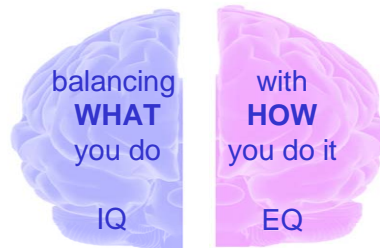




Inspiring Service

People & their attitude make or break business.

Poor attitude wastes money and loses customers.



Leaders and front end service staff can underestimate the impact of their attitude on the people they lead or serve.. those aware and able to meet both rational and emotional needs, tend to enjoy their job more, perform better and win loyalty.

***“it’s not just WHAT you do, it’s HOW you do it, that really matters”
a different approach, giving you powerful results***

So what’s the impact in your place of work?

of your leaders on your people?

of your people on your customers?

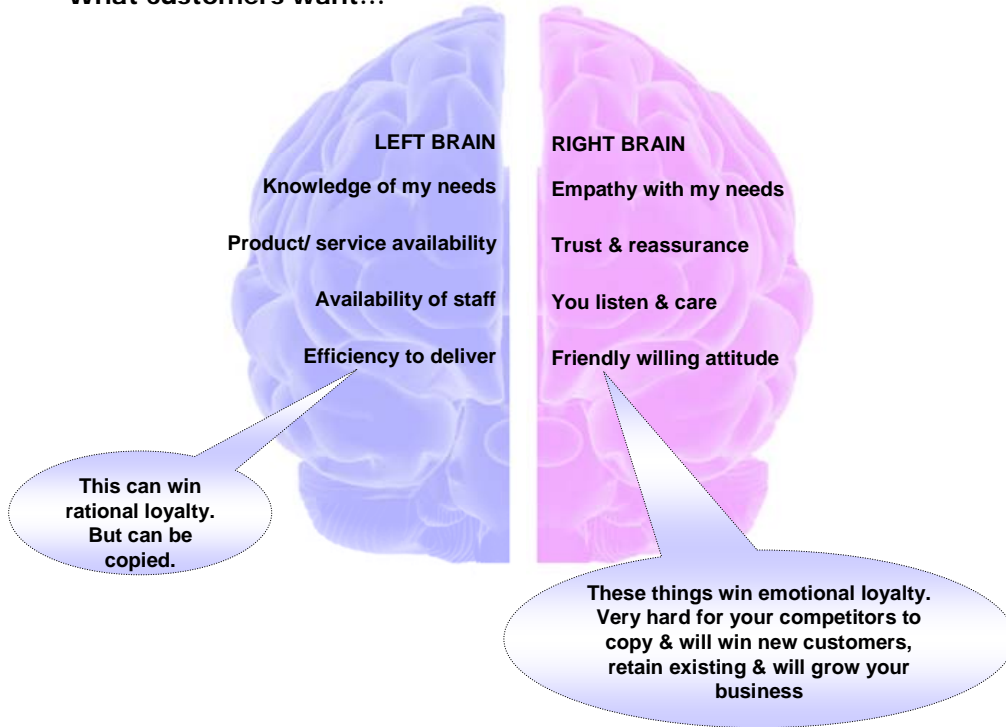
Is there a gap between peoples intentions and their actual impact?

What do customers really want and what makes your people “tick”?

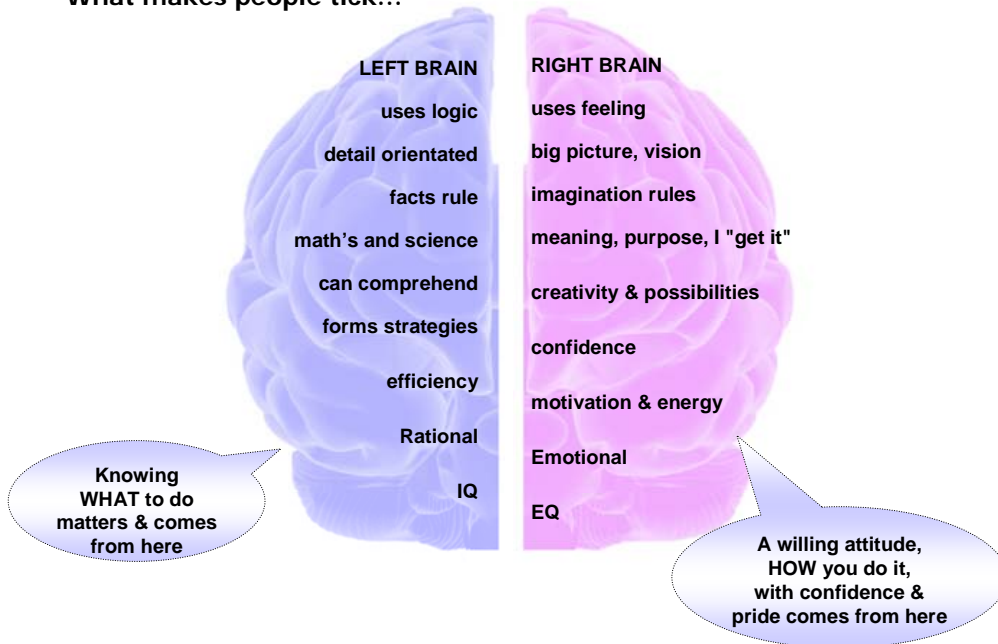
Are you paying attention to both left and right brain needs?



What customers want...



What makes people tick...



current reality for some organisations (Some actual quotes from people in businesses we've helped - imagine the impact on the customer...)

What people said happens...

& the personal impact when it happens...

The Good:

"I like my boss, she listens to me"
 "It's great when they help you & smile"
 "I know my opinion counts, yes I can speak up"

"I feel trusted to do it..."
 "It's very reassuring..."
 "I do feel valued here."

The Bad:

"I have to get staff to comply, there isn't time to be nice!"
 "I have to do what I'm told."
 "We say customers matter but told to focus on certain KPI's"
 "We know what to do, but I don't know why?"
 "We're so busy, we'll get around to developing people later"
 "I've no time to explain now"

"I like my team but I'm not loyal"
 "He's a pleaser, I've no respect."
 "It doesn't make sense to me..."
 "What's the point..."
 "I'll have to leave if I want to move on"
 "How will I learn anything!"

The ugly:

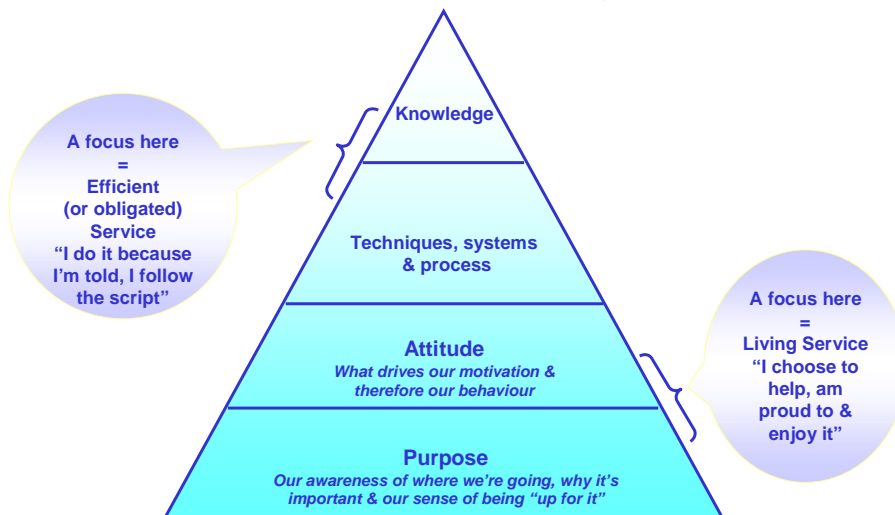
"It's a sign of weakness to ask for help"
 "Is my job save? "I'll just do what I'm told & no more"
 "They ask our opinion and then do nothing so what's the point"
 "It's a slanging match at meetings"
 "My boss never listens to me"

"We're going to make mistakes!"
 "I don't really care..."
 "They don't care..."
 "They only care about themselves..."
 "I'm just a robot to them..."

The big opportunity?... a focus on Attitude

Most businesses focus only on knowledge, techniques, systems & processes.

Customer Service & leadership that also focus on attitude (the thoughts and feelings that drive behaviour), create businesses with clarity of direction, motivation & energy to deliver excellent service



For more information or to discuss how Wiseheart could help improve leadership and customer service impact in your organization please contact richard@wiseheart.co.uk or call direct on 07764856526

