



Inspiring Service

Developing Service Leadership.

Customer Service is firstly a leadership issue, win staff loyalty to win your customers.

We can help you develop better leaders and customer service, fit for the challenges and opportunities of a new generation. We'll help you enable self-awareness and emotional intelligence skill, applied to a business context, that improves people performance and we'll help you inspire the confident service that all successful businesses aspire to offer.

We're different because we've led businesses at CEO level and delivered bespoke transformational programmes for blue chip companies that work with people in unique ways.

Our successful track record comes from blending the latest emotional intelligence techniques with a pragmatic and experienced eye on what is good for business. People in business respond to this approach; it stimulates their own awareness and emotional intelligence, it feels real and is sustained because it is as much about life as about business.

Service Leadership programmes

- ① **Diagnose the current reality of the leadership culture against customer promises**
- ② **Service Leadership for Team Leaders:** New awareness, skills & confidence to lead & motivate themselves and their people to deliver Personal service that wins loyalty.
- ③ **Service Leadership for Leadership teams:** New awareness, skills & confidence to create a vision & lead the change that will transform your service offer.

Why do this?

- To improve the level of customer satisfaction without adding fixed cost into your business.
- To help your Team Leaders improve their personal leadership impact on their teams.
- You've completed some behaviour change training & it didn't work or get sustained.
- It's a win/win; valued happy staff, winning loyal customers, delivering business success.

Contact:

To discuss options for your bespoke programme or to arrange a meeting:
richard@wiseheart.co.uk or call Richard +44(0)7764856526 or www.wiseheart.co.uk

“This programme is daring, innovative, good for business & ethically sound”
Professor Eugene Sadler-Smith

“Thought provoking & challenging. A truly inspirational course with a great mix of theory and practise” *Jenny Hawkins Tesco Property Capability & Development manager*

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