



Inspiring Service

Personal Customer Service. Help your staff feel confident, your customers feel valued.

Wiseheart helps people improve HOW they do what they do.

HOW you do things matters. It makes the difference. A willing & helpful attitude is what customers want & expect, it is what makes service *Personal*. Teaching your people to be able to choose a positive attitude will give you a competitive edge because it is what drives the confidence and performance that inspires service.

Our experience: We've led businesses at CEO level and delivered transformational programmes for blue chip retailers & Call Centres that work with people in unique ways.

Our successful track record comes from combining 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.

Personal Service programmes ~ a typical approach for your front line people

- ① **Diagnose the current reality of your culture against your service promises.**
- ② **Create some Personal Service champions who will help lead & support the change.**
- ③ **Energise remaining staff with Service Attitude skills.** An impactful 3hr session. Includes skills to not "take it personally" when customers are angry or frustrated.

Why do this?

- To identify existing attitudes that influence helpful and unhelpful behaviour in your people.
- To enable confidence, energy and motivation that will transform your Service.
- You've tried "behaviour change" training in the past & it didn't work or get sustained.
- We're pragmatic, flexible & offer programmes which are good value.

Contact:

For more information or to arrange a meeting:

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"this programme is daring, innovative, good for business & ethically sound"

Professor Eugene Sadler-smith, Management development, Surrey University

"It's helped me out of work as well as in. I know how to stay calmer & not take things personally. The job is easier now as I know how to choose my attitude and give 100%" Sue, CSM O2