



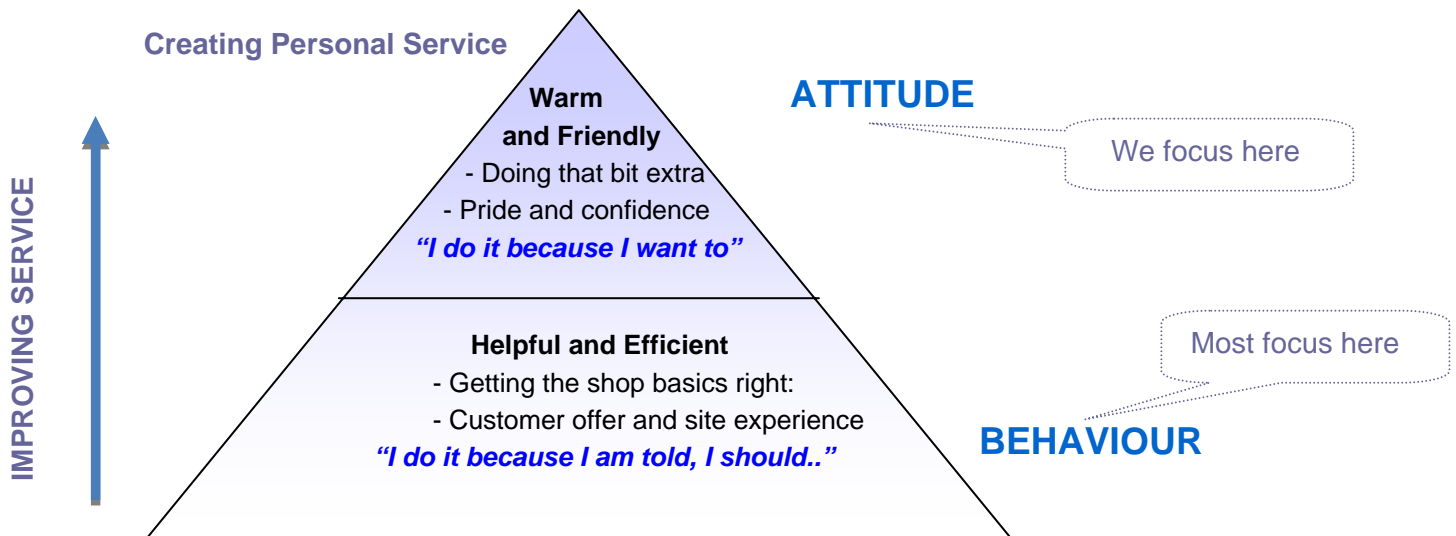
Inspiring Service

“Simply the best programme in my 20 yrs in business”

Chris Liveing Chief Marketing officer Tesco Mobile 2003-2007.

Leadership and Customer Service: our view

Customer service is firstly a leadership issue. Then it is about staff emotional loyalty – win over your staff to win your customers, or put simply, Service Leadership.



We can help you develop better leaders and customer service, with capability to choose a positive attitude & so make better choices. We'll help you enable self-awareness & emotional intelligence skills within a business context, that improves people performance and will 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.

Why talk to us?

- From Head offices to call centres to the shop floor, we've delivered impactful results.
- We've a unique mix of skills expertise & business experience.
- We know that no two businesses are the same, so we expect to tailor & fit to your needs.
- You've tried “behaviour change” training in the past & it didn't work or get sustained.
- We are pragmatic, flexible & offer programmes which are good value.

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*