

Relationship Intelligence

What's Under The Hood?



Taking your people to the next level

Developing these insights and skills, means your teams
being **'the best version of themselves'**



RQ
Relationship
Intelligence



EQ
Emotional
Intelligence



PQ
Interpersonal
Intelligence



CQ
Collective
Intelligence

Improving Lives

Relationship Intelligence

Where do you see opportunities for improvement?

Conflict Awareness and Management
Delivering to Deadlines, Getting and Giving Time Commitments
Delivery Creates Customer Satisfaction and Discussion Creates Value
Influence, Getting People to Agree
Inspirational Leadership
Managing Unconscious Bias and Assumptions
Meetings, Visits: Planning, Preparation, Pay-off and Follow-up
Problem Identification and Solving
Relationship Management
Risk Management
Sharpening Your Saw
The Power of Rules and Tools
What Service Excellence looks and Feels Like
Working in Helpful Ways With Challenging People and Situations
Understanding What Makes Communication Effective
Understanding The Relationship Investment Account

This is just a sample. We will work with you, listen and understand your needs

Emotional Intelligence

Where do you see opportunities for improvement?

Accurate Self-Assessment and Reflection
Achievement Drive and Escaping Your Comfort Zone
Adaptability
Celebrating Diversity
Conflict Awareness and Management
Change Management Techniques
Converting Mistakes to Value
De-escalation, Calming Techniques
Growth Mindset
Initiative, Turning Problems into Opportunities
Recognising and Managing the Effects of Stress
Resilience, Performing Under Pressure (Knowing When to Give Up and When Not to)
Seeking Feedback and Ways to Improve
Self-Confidence, Self-awareness, Self-management, Social awareness
Understanding and Managing The Power of Optimism
Understanding Why People Behave in Certain Ways

This is just a
sample

Interpersonal Intelligence

Where do you see opportunities for improvement?

Adapting to Different Personalities and Need

Active Listening and Note Taking (Speaker Thinkers, Thinker Speakers)

Asking The Right Questions at The Right Time and In The Right Way

Body Language, Reading Clues, Identifying Concerns and Opportunities

Building Trust Through Demonstrating Empathy and Building Rapport

Considering and Adapting to Cultural Influences (In You and Others)

How to Deliver Bad News

Managing Expectations, Making a Realistic or Reasonable Difference

Personality Type Insights

Positive First Impressions

Positive Last, Lasting Impressions

Problem Solving

Relationship Management

Selling Yourself, Your Ideas, Your Needs

Time Management (And When There are Too Many Balls in The Air - Identifying Which Are Glass and Which Ones are Rubber)

The Little Things That Make a Big Difference

The Power of Attitude

This is just a
sample

Collective Intelligence

Where do you see opportunities for improvement?

Achieving Job Satisfaction (Work, Work-Play, Work-Fulfilment)
Building Your Internal and External Customer Network
Closing The Loop on Customer Needs, Service Failures and Success
Doing The Best Work in Your Field
Giving and Getting Commitments
Informing, Consulting, Negotiating and Making Better Decisions
Keeping Colleagues, Customers and Suppliers Informed
Leading Others to Success
Making Intelligent Contributions to Meetings (Not Being a Passenger)
Making Others Feel Valued
Obtaining and Sharing Customer Feedback
Organisational Awareness
People and Project Management
Political Awareness
Problem Solving By Working Creatively and Effectively With Others
Taking Ownership of Customer Needs
Team-working and Collaboration

This is just a
sample

Who Are Your Customers?

What You Reflect Comes From Inside You

- 1 Your legacy is what you leave in the minds of others.
- 2 Service is the way that you make a difference.
- 3 Anyone who you interact with is your customer.
- 4 You are your most important customer.



The Best Version of You
The Best Version of Your Service
The Best Version of Your Team
The Best Version of Your Organisation

Improving Lives and Performance



The Best Version of Your Organisation

How Can We Help?

Improve Communication and Influencing Skills

Job Satisfaction + Relationship Intelligence

We provide insights, training and tools that improve or transform behaviour and mindset.

Understanding of how to lead yourself and others to success.

When employees and managers can be and demonstrate the best version of themselves this means that everyone benefits.

Does Your Business Need
an Injection of Optimism and More Effective Skills?
Talk to us - We're here to help

Why Choose PSL?

Certainty: Because You Will Gain Great Feedback
From Your Team and Your Customers

PSL Methodology



- 01** Discuss how we can help you
- 02** Design your program with your team
- 03** Demonstrate the value by doing a pilot
- 04** Deliver measurable results and massive ROI



PSL

PEOPLE STRATEGY LEADERSHIP

Taking your people to the next level

*"What sets PSL apart is its proven framework,
adaptive methodology and transformative training,
empowering people to do the best work in their field
and to not let their customers down"*

Chris Angel

Director of Global Operational Excellence and Digitisation

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