

Relationship Intelligence

Unlocking Growth Potential

PSL

PEOPLE STRATEGY LEADERSHIP

Taking your people to the next level

Communication and Relationship Intelligence

The ways in which employees and managers interact with each other internally and customers externally, influences decisions that cost or make their business a fortune.



What I realised was that companies often place highly qualified people in situations, that they are not properly trained to deal with.

Andrew Griffiths PSL

Communication and Relationship Intelligence (RQ)

There are several **benefits** of improving communication skills and relationship intelligence **RQ** in your Business. Below are four of the strongest benefits:

Achieving Service Excellence - **RQ** helps people to build better relationships with their customers and colleagues.

Conflicts Managed Successfully - **RQ** helps people to communicate more effectively and creatively, which reduces or eliminates expensive hidden costs.

Selling More Solutions, Services, Products - **RQ** helps people to sell more products, services and tailored solutions in ways that customers actually like.

Stronger Financial Performance - **RQ** helps people to increase productivity and quality, to make fewer mistakes, the results improving revenue and profits.

Communication and Relationship Intelligence (RQ)

These insights and competencies improve

Conflict Management Skills

Customer Service Skills

Leadership and Management Skills

Negotiation Skills

Problem Solving Skills

Project Management Skills

Selling Skills

Stress Management Skills

How Do We Help People Improve?

Trainees constantly tell us that these **insights** and **skills** improve their lives.



RQ

**Relationship
Intelligence**



EQ

**Emotional
Intelligence**



PQ

**Interpersonal
Intelligence**



CQ

**Collective
Intelligence**

We help employees to identify their strengths and how to play to them and their weaknesses and how to manage them.

Through one course that develops **all 4** of these essential competencies.
The result; a more efficient and effective team and business.

Improving Effectiveness

Purpose-driven work is better for everyone, it's energising.

PSL empowers individuals with insights, knowledge, skills and self-confidence.

Together, these elements cultivate relationship intelligence an essential driver of effectiveness.



Leading Yourself and Others to Success



Why Choose PSL?

1. Absolute focus on achieving your objectives
2. No up-front fees and great value
3. Do a pilot so that you can demonstrate the value
4. Our communication resonates with your employees
5. Flexible training options for time challenges
6. What we do works

What People Say About Us



I really enjoyed the course, Andrew is an excellent trainer and has a very engaging and interesting delivery technique. Thanks

I found the course very beneficial. The training provider was fascinating and came with a wealth of experience he shared freely with us. There are many skills and techniques I will apply to, not only my job role and dealing with colleagues/customers, but also in my personal relationships with friends and family so I thank you for the opportunity.

I loved the content of the book provided to guide us and has a lot of useful information I can use as a guide for the future.

Outstanding course - Everyone should go on this.

How We Will Work With You



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



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*"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

Honeywell

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