

Customer Relationship Skills

Training That Works

PSL

PEOPLE STRATEGY LEADERSHIP

Taking your people to the next level

Communication Influencing The Perception of Value

The way in which employees and managers interact with each other, with customers and suppliers, is either costing or making their business a fortune.

Smart people can make simple mistakes.

Good people can be even better when they have the tools and motivation they need to succeed.

What's Different About PSL Training?

Customer service training is helpful. What it often misses is the skills and tools that people need to develop and maintain **high performing relationships** with all types of customers.

We provide what internal and external training misses and that is relationship intelligence.

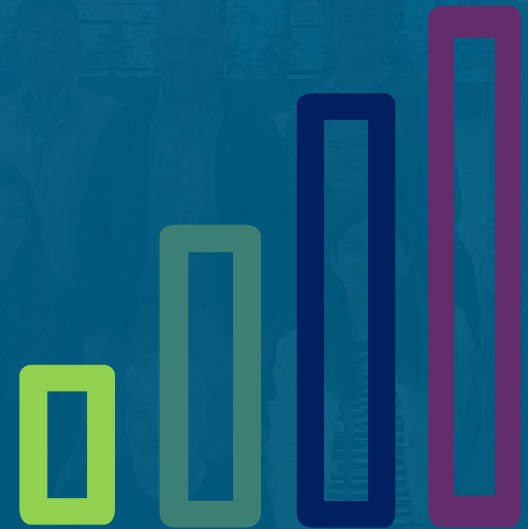
What's Different About PSL Training?

We combine practical psychology,
effective communication, negotiation and relationship intelligence.

This leads to higher performing individuals and teams.

What's Needed to Build 'Value Based' Customer Relationships:

- 1 Seeing What's Good About This Relationship**
- 2 Effective Communication Skills**
- 3 Skills and Optimism to Create Self-confidence**
- 4 Self-belief and The Belief of Significant Others in You**



What's Needed to Build - High Performing Relationships:



RQ

**Relationship
Intelligence**



EQ

**Emotional
Intelligence**



PQ

**Interpersonal
Intelligence**



CQ

**Collective
Intelligence**

**Enabling your people and customers to work better together
means driving transformation.**

PSL Training and Tools

Guide Both Decisions and Behaviour For Example:

Achieving Customer Satisfaction

Making Positive First Impressions

Leaving Positive Last Impressions

Better Communication Internally

Better Communication Externally

Understanding and Managing Expectations

Understanding Customer Needs

Negotiating Better Outcomes

Improving Problem Solving

Improving Escalations

Adapting to Change

Flexibility and Agility

Managing Tasks, Time and Delivery

Increasing Sales

Taking Ownership and Using No Blame

De-escalating Conflict

Reducing Operational Costs

Reducing Lost Opportunities

Managing Stress Levels

Improving Well-Being

Who Do We Train?

People who deliver, support and work with field service

Application engineers

Contract managers

Customer service teams

Customer support

Field service engineers

Fitters

Inside sales

Project co-ordinators

Project engineers

Project managers

Proposals and estimating teams

Quality systems engineers

Purchasing and supply chain people

Safety consultants

Sales teams

Software engineers

Solution architects

Technical consultants

Technical support teams

Training teams

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. We make it easy to demonstrate the value
4. Our communication resonates with your employees
5. Flexible training options for availability
6. What we do is different and it 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

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