

Winning The Battle For Talent

Unlocking Front-line Potential

Improving Communication and Reducing Operational Costs.



Taking your people to the next level

The Battle for Talent

In today's world, one of the biggest challenges that companies face is the battle for talent.

Not just any talent, those who want to and can do, the best work in their field.

Our role is to help our clients to win the battle for talent.

Considering Employee Engagement

There are 3 primary reasons why people **perform well** and **stay**:

1. They **want to** do the job that they have.
2. They **can do** the job that they have.
3. They **can cope** with the stress that their job creates for them.

If employees are not getting their needs and expectations met,
they will underperform and stay, look to move role
or to a company that inspires them.

Nobody knows this better than **their Managers** and **HR**.

Examples of Who We Work With

Front-line or back-office **Managers** and **Teams**
in these 4 Critical Business Functions:

- **Contract Management**
- **Operations and Production**
- **Project Management**
- **Service Delivery**

We are **not the same** as others
or what you can do well for yourselves in-house.
Please don't underestimate us.

We Can Help You Improve

- Customer Relationships, Satisfaction and Perceptions of Value
- Job Satisfaction and Team-working
- Motivation, Self-confidence, Well-being
- Decision Making Under Pressure
- Conversations and Communication Quality at Every Level
- Critical Thinking and Problem Solving
- Difficult Conversations, Negotiations, Conflict Management
- Service, Delivery and Sales Revenue

The ways in which employees, team leaders and managers **communicate** with each other, with customers and suppliers is either **costing** or **making** their employer **a fortune**.

Releasing Employees For Training

In professional sports, there's plenty of time and focus on coaching.
It's very rarely like that in business.

Businesses often struggle to release their people for coaching.
We understand this better than most.

That's why we have developed **flexible ways** of coaching and training people
that get great feedback because this improves their skills and lives.

**Working with PSL means reducing your operational costs,
employment costs and lost opportunities.**

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



Relationship Intelligence

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**



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

PSL Training Methodology





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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