

Why Traditional Training Fails to Deliver Lasting Behaviour Change

PSL
PEOPLE STRATEGY LEADERSHIP

Taking your people to the next level

The Reality Inside Engineering Teams

Under pressure, people don't rise to the level of training.

They fall back to:

- Habit
- Time pressure
- What's easiest
- What's expected (or inspected)

Training works in the room,
but under pressure behaviour reverts
and inconsistency drives lost value

Traditional Training Fails When

- Relying on memory in high-pressure situations
- Being complex to use in the moment
- No reinforcement from managers
- No visibility or measurement
- No consequence for not using it

What Actually Drives Behaviour Change

1. Embedding into the workflow

Skills are built into job sheets, CRM prompts and daily routines.

2. Equipping managers to reinforce

Leaders are trained to coach, observe and hold standards.

3. Simplifying for real-world use

Clear, practical models that work under pressure.

4. Measuring what matters not what does not

Behaviours linked to KPIs and customer outcomes.

5. Reinforcing over time

Ongoing touch-points that turn learning into habit.

What Actually Drives Behaviour Change

The system you train is the system that shows up.

The Outcomes Through Being Effective

More consistent customer conversations

Stronger commercial awareness in engineers

Reduced conflict and rework

Improved customer trust and retention

Training that actually shows up in performance

The Shift From:

Training that people attend

to:

Systems that people use every day

Building High Performing Teams

We can help you to

- Identify behaviour gaps
- Embed systems
- Measure impact
- Scale across teams
- Protecting key customers
- Reducing complaints and escalations
- Improving consistency and retention
- Creating competitive advantage

**We develop the human performance capabilities
that make the difference.**

When engineering meets the customer, that moment defines everything.

Train the system that shows up.

Trusted Across Technical and Service Roles

From the UK to Europe, the Middle East, India,
Asia Pacific, the Americas and Canada,
our training has transformed partners with

Field Service - including:

Application Engineers
Control Engineers
Contract Managers
Customer Service Teams
Customer Support
Design Engineers
Field Service Engineers
Field Service Managers
Inside Sales
Maintenance Technicians
Product Support Engineers
Project Co-ordinators
Project Engineers
Project Managers

Proposals & Estimating
Quality Systems Engineers
Safety Consultants
Sales & Sales Support
Service Team Leaders
Service Technicians
Software Engineers
Systems Engineers
Team Leaders
Technical Consultants
Technical Support
Technical Trainers
Trainee Field Service

Where Engineering Excellence Meets Human Performance

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

Chris Angel
Director of Global Operational Excellence
and Digitisation
Honeywell

Strengthen the Performance of Your Field Service Team

Let's discuss how to:

Reduce escalations
Improve customer relationships
Unlock more commercial value from your engineers

www.psl-uk.com enquiries@psl-uk.com +44 (0) 1952 201966