

PSL

ENGINEERING  
HUMAN  
PERFORMANCE

# UNLOCKING THE POWER WITHIN.

ENGINEERING THE FUTURE TOGETHER.

Developing the **mindsets**, **skills** and **behaviours** that empower people to achieve **extraordinary results** and create a **better future**.



# ENGINEERING HUMAN PERFORMANCE



At the heart of field service excellence sits one powerful idea:

**Engineering Human Performance.**

## HELPING TECHNICAL PROFESSIONALS:



### COMMUNICATE BETTER

Share information clearly and listen actively to build understanding.



### STAY CALM UNDER PRESSURE

Keep composure in challenging situations and make thoughtful decisions.



### BUILD TRUST

Be reliable, honest and consistent in everything you do.



### HANDLE CONFLICT PROFESSIONALLY

Address issues constructively and focus on solutions.



### IDENTIFY SALES OPPORTUNITIES

Spot needs, ask the right questions and recognise opportunities to add value.



### COMMUNICATE VALUE TO CUSTOMERS

Clearly explain the impact of your solutions and the value they deliver.

# THE 3 PHASES OF PSL TRAINING

A CONTINUOUS CYCLE OF LEARNING AND IMPROVEMENT

1

## PREPARATION



### OBJECTIVES

Understand objectives and set the foundation.



### RESEARCH

Gather insights, data and evidence.



### TAILORING

Adapt to the audience and context.



### DESIGN

Create engaging, effective learning experiences.



### TESTING

Evaluate and refine to ensure quality and impact.



2

## DELIVERY



### COLLABORATION

Build trust, collaborate and learn as a team.



### SHARING IDEAS

Encourage open dialogue and exchange.



### KNOWLEDGE EXCHANGE

Leverage experience and expertise.



### INSIGHTS

Turn learning into meaningful takeaways.



3

## REFLECTION



### REFLECTION

Consider what worked, what didn't and why.



### PRACTICE

Apply learning in real situations.



### EMBEDDING

Reinforce and integrate learning into daily work.



### ENGINEERING HUMAN PERFORMANCE

Sustained improvement through people and systems.



### CONTINUOUS IMPROVEMENT:

Each phase informs the next, creating lasting impact and stronger performance.



### STRUCTURED APPROACH

Clarity and focus at every step.



### ENGAGED TEAMS

Better collaboration and participation.



### STRONGER OUTCOMES

Better learning, better results.



### SUSTAINABLE IMPACT

Continuous growth and improvement.



### BUILT FOR EXCELLENCE

Drive performance that lasts.

# ENGINEERING HIGH PERFORMANCE



We provide training and tools that enable key players to succeed with **customers**, **colleagues** and **business goals**.

Engineering the attitudes, capabilities and behaviours that drive **customer**, **team** and **business success**.



ACHIEVEMENT IS THE RESULT OF OUR **ATTITUDE** AND **ABILITY** DRIVING **PERFORMANCE**.

**1** **ATTITUDE 80%** → **2** **ABILITY 20%** → **3** **PERFORMANCE**



- ✓ High-performing attitudes do not happen by accident.
- ✓ Under pressure, people need practical tools and support to think clearly.
- ✓ Stay professional and respond effectively when situations become difficult.



- ✓ True capability combines technical expertise with communication.
- ✓ Builds relationships, commercial awareness and confidence.
- ✓ Work effectively with people in any situation.



- ✓ Performance is the application of attitude and ability in action.
- ✓ Consistent performance creates **achievement**.
- ✓ Sustained effort delivers measurable **results**.



## ACHIEVEMENT

The results and outcomes we strive for.



CUSTOMER SUCCESS



INDIVIDUAL SUCCESS



TEAM SUCCESS



BUSINESS SUCCESS



PEOPLE. | PERFORMANCE. | POSSIBILITY.

**STRONGER TEAMS.  
BETTER DECISIONS.  
CUSTOMER SUCCESS.**



People at the centre.  
**Performance** in focus.  
**Possibilities** realised.

# HUMAN ENGINEERING

**STRONGER TEAMS.  
BETTER DECISIONS.  
CUSTOMER SUCCESS.**

We partner with organisations to design and deliver practical, evidence-based training that builds capability, improves performance and drives lasting results.



People at the centre.  
**Performance** in focus.  
**Possibilities** realised.

# EXAMPLES

## PEOPLE

Great people  
create great results.

## VALUE

Do the right thing,  
always.

## CUSTOMER

Understand.  
Deliver. Exceed.

## INNOVATION

New thinking,  
Better solutions.

## QUALITY

Attention to detail.  
Pride in our work.

## SAFETY

Everyone.  
Everywhere.  
Every day.

## TEAMWORK

Stronger together.  
Better outcomes.

## FOCUS

Clear goals.  
Relentless execution.

## PERFORMANCE

Measure what matters.  
Improve every day.

# SHOULD

# COULD

# MUST



THINK



CHOOSE



REFLECT



DECIDE



FOCUS



DELIVER



LEARN



GROW



BECOME



LEADERSHIP



COMMUNICATION



COLLABORATION



EMPATHY



ACCOUNTABILITY



ADAPTABILITY

THINK INTENTIONALLY. | GROW CONTINUOUSLY. | LEAD IMPACTFULLY.

# THE HUMAN CONDITION

IT'S NOT ABOUT BEING PERFECT. IT'S ABOUT LEARNING TO MANAGE OURSELVES, SO WE CAN **LIVE WELL, LEAD WELL** AND DELIVER **EXTRAORDINARY RESULTS**.

## THE HUMAN CONDITION CHALLENGES



### OVERTHINKING

Our minds worry about the past, analyze the future and create stress.



### EMOTIONAL UPS AND DOWNS

We feel deeply, and our emotions can overwhelm and drain us.



### STRESS AND PRESSURE

Deadlines, expectations and uncertainty test our resilience and patience.



### POOR DECISIONS

In the heat of the moment, we say or do things we later regret.



### RELATIONSHIP STRUGGLES

Misunderstandings, conflicts and pride damage trust and connection.



### LACK OF SELF-DISCIPLINE

Distractions, bad habits and comfort keep us from our potential.



### SELF-DOUBT AND COMPARISON

We question our worth and compare ourselves to others.



We can't always control what happens to us, but we can learn how we **think**, how we **respond** and **who we choose to be**.



### SELF-AWARENESS

The ability to understand ourselves is the foundation of growth.



### EMOTIONAL INTELLIGENCE

We can learn to regulate our emotions and respond with intention.



### RESILIENCE AND STRENGTH

Every challenge we face can build courage and inner resilience.



### WISDOM AND DISCERNMENT

We can make better choices and learn from every experience.



### CONNECTION AND LOVE

We're built for relationships, belonging and uplifting one another.



### DISCIPLINE AND PURPOSE

Small daily choices create habits that lead to big results.



### GROWTH AND POTENTIAL

We are capable of more than we ever imagine.



THE GOAL IS NOT TO ELIMINATE THE **CHALLENGES**, BUT TO CULTIVATE THE **BLESSINGS**.



PEOPLE. | PERFORMANCE. | POSSIBILITY.

## WHAT PEOPLE SEE

- 👁 BEHAVIOR
- 🚦 CHOICES
- 💬 WORDS
- 🏃 ACTIONS
- 🏆 RESULTS

## WHAT PEOPLE DON'T SEE

- ❤ BELIEFS
- 💎 VALUES
- 🧠 EMOTIONS
- 🖼 PAST EXPERIENCES
- 📖 MEMORIES
- 💬 INNER DIALOGUE
- 🧩 SUBCONSCIOUS PATTERNS
- 🔗 MENTAL MODELS
- 👁 PERCEPTIONS
- ⚠ FEARS
- ★ DESIRES
- 🚩 MOTIVATIONS
- ⚔ INTERNAL CONFLICTS
- 💔 TRAUMA
- 💭 IMAGINATION
- 💡 INTUITION
- 🌿 SPIRITUAL CONNECTION
- 🎯 PURPOSE
- 🧠 UNCONSCIOUS BIASES AND SO MUCH MORE...

**THE SUBCONSCIOUS IS VAST.  
IT SHAPES OUR REALITY.  
AWARENESS TRANSFORMS OUR LIFE.**

## THE HIDDEN POWERHOUSE

OUR GUIDANCE SYSTEM OPERATES MOSTLY **BELOW THE SURFACE.**

IT INFLUENCES OUR THOUGHTS, FEELINGS AND CHOICES—WHETHER WE'RE **AWARE** OF IT OR NOT.

VAST. **POWERFUL.**  
OFTEN **UNSEEN.**  
ALWAYS **WORKING.**

# THE POWER OF YOUR **GUIDANCE SYSTEM**

Your Guidance System is your inner compass. When it's strong and well-calibrated, it helps you think clearly, make wise choices and create the life you want.



## THE POWER OF GUIDANCE

A strong Guidance System keeps you: calm under pressure. learning, adapting and improving. turning challenges into opportunities. achieving your potential.



## THE POWER OF RULES

Effective patterns, habits and rules help us to perform under pressure.

## DEVELOP YOUR GUIDANCE SYSTEM



### TEST IT

Check your thinking and decisions. Seek feedback and learn from experience.



### CALIBRATE IT

Align with your values and what matters most. Adjust and refine for greater accuracy.



### DEVELOP IT

Build your character, wisdom and self-awareness. Strengthen it every day.



**NOBODY HAS A PERFECT GUIDANCE SYSTEM OR CHARACTER, EVERYONE HAS MASSIVE POTENTIAL!**

# ENABLING SERVICE TEAMS WITH SOFT SKILLS THAT DRIVE GROWTH



All customer relationships are supported by an investment account.



This account needs filling for the inevitable times when withdrawals will be taken through failures.



# GOING FOR **GOLD** CUSTOMER SERVICE

**FOCUS:** Building and maintaining trust with customers. Helping customers to maximise the value they get from your solutions and service. Increasing your competitive advantage and ROI.



## CUSTOMER OUTCOMES

- ✓ Customers feel understood
- ✓ Greater trust in the engineer
- ✓ Better service experience on site
- ✓ More confidence in the engineer
- ✓ Customers see more value for money

Customers feel the difference.  
They see the value.



## ENGINEER OUTCOMES

- ✓ Better preparation before arriving on site
- ✓ Clearer thinking during the visit
- ✓ Stronger ownership of customer needs
- ✓ Better problem-solving discipline
- ✓ More consistent use of communication best practice
- ✓ Improved confidence in managing customer situations

Engineers balance solutions  
with building partnerships  
with customers.



## BUSINESS OUTCOMES

- ✓ Stronger customer relationships
- ✓ Better customer retention
- ✓ More visible value from service visits
- ✓ Fewer misunderstandings after leaving site
- ✓ Improved consistency
- ✓ Better reputation

Better service performance.  
Better business results.



## CORE STRATEGIC OUTCOME

Engineers become more intentional about **creating trust, demonstrating value** and helping customers succeed – not just fixing the technical issue.



**Your customers succeed.  
Your people succeed.  
Your business succeeds.**



## BEFORE ARRIVING ON SITE

- Know who your most important customer is
- Understand their needs and priorities
- Prepare, plan and take what you need
- Think about the outcomes they want
- Arrive ready to add value



## DURING THE VISIT

- Listen, ask questions and understand
- Solve problems and add value
- Communicate with care and honesty
- Make their life easier
- Demonstrate value



## AFTER LEAVING SITE

- Follow up and close the loop
- Leave the site better than you found it
- Make sure they know the value delivered
- Capture learnings and improvement ideas
- Build the relationship for the future

# GOOD TO GREAT PERFORMERS

THE CONTENT OF THIS MODEL IS **EXTREMELY IMPORTANT** FOR HUMAN PERFORMANCE.

“  
Self-belief and the belief of significant others in you is essential.  
”

## WHY THIS MATTERS



People perform differently when they believe they can.



Encouragement and belief from others unlock potential.



Optimism builds resilience and helps us overcome challenges.



Small beliefs create big behaviours. Big behaviours create results.

1

### OPTIMISM

A positive outlook fuels possibility.



Optimism fuels effort.

2

### SELF-BELIEF

Believe in your ability to make a difference.



Belief shapes behaviour.

3

### EFFORT

Bring energy, focus and determination.



Effort drives action.

4

### ACTIONS

Take the right actions consistently.



Actions create performance.

5

### PERFORMANCE

Consistent behaviours produce results.



Performance delivers results.

6

### RESULTS

Results create momentum and build confidence.



Results strengthen belief and optimism.

## OUR FUEL TANK OF OPTIMISM



We have a fuel tank of optimism and it needs to be topped up regularly.

### TOP IT UP BY:

- ✓ Having a reference point – this could be somebody that you speak to
- ✓ A checklist that you look at
- ✓ A story or a vision that you have for yourself that calms your mind
- ✓ A coach



“I believe in you because..”



A POSITIVE CYCLE OF **BELIEF, ACTION** AND **ACHIEVEMENT.**

WHEN WE COMBINE OPTIMISM, SELF-BELIEF AND SUPPORT FROM SIGNIFICANT OTHERS, WE UNLOCK **HUMAN POTENTIAL.**





# CLARITY GIVES US POWER



When we have clarity, we have a clear understanding of our **goals, values, and priorities**, which enables us to make informed decisions and take purposeful action.



Clarity also helps us to **communicate effectively, set realistic expectations**, and navigate challenges with **confidence**.



Additionally, clarity fosters **focus** and **reduces ambiguity**, allowing us to channel our energy more efficiently towards **achieving our objectives**.



Clarity turns uncertainty into direction, intention into impact, and challenges into opportunity.

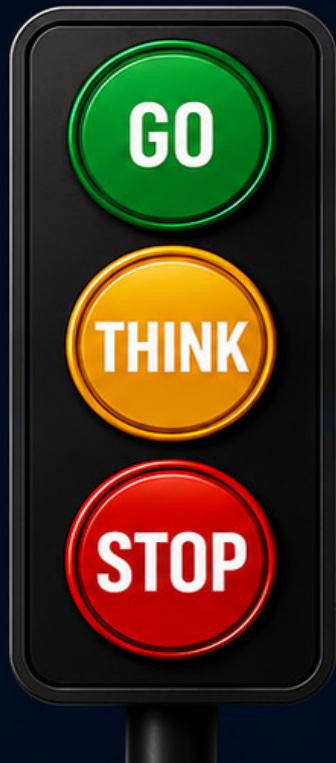


**BE CLEAR.  
BE FOCUSED.  
BE EFFECTIVE.**



# REDUCING **MISTAKES** AND OPERATIONAL COSTS

SMALL ACTIONS TODAY. BIG IMPACT TOMORROW.



## **GO – PROCEED SAFELY**

Implement your plan,  
review and improve progress.



## **THINK – PAUSE & ASSESS**

You probably have more time  
than you believe to think.



## **STOP – PREVENT & CORRECT**

Press the stop button.



# WHY WE NEED TO LISTEN



• LISTENING IS **CRITICAL**  
TO THE COMMUNICATION PROCESS



• CREATES A BOND OF **RESPECT**



• INCREASES **PRODUCTIVITY**



• RESULTS IN **COOLER HEADS**



• INCREASES **CONFIDENCE**



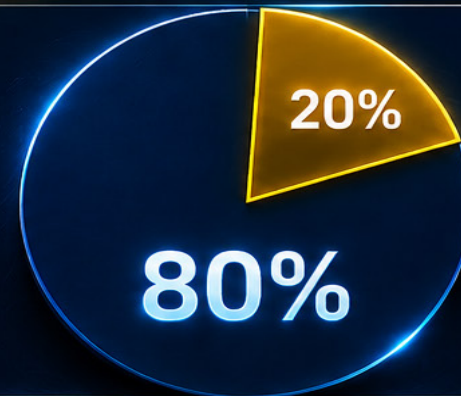
• PROMOTES **ACCURACY**



• MAKES YOU APPEAR **WISER**  
AND MORE **COMPETENT**



• MAKES CUSTOMERS FEEL **VALUED**  
RATHER THAN PROCESSED



■ 20%  
**TALKING**

■ 80%  
**LISTENING**



IF YOU WANT TO BE A GOOD LISTENER –  
TELL YOURSELF YOU ARE A **BAD LISTENER**



IF YOU ARE DOING 80% OF THE TALKING  
THEN YOU ARE **NOT LISTENING**



IF THE CUSTOMER IS DOING 80%  
THE CONVERSATION IS  
PROBABLY **GOING WELL**



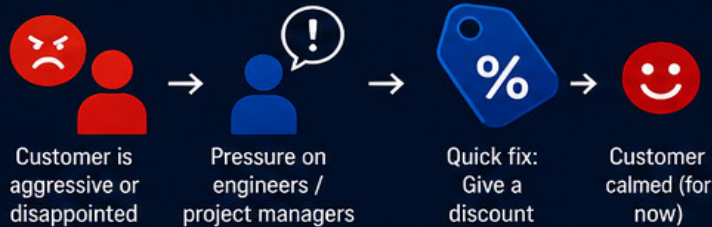
GREAT LISTENING ISN'T JUST ABOUT HEARING WORDS,  
IT'S ABOUT **UNDERSTANDING PEOPLE.**



# DISCOUNTS MAY CALM TODAY, BUT UNDERMINE TOMORROW

PROTECT VALUE. SOLVE PROBLEMS. BUILD PARTNERSHIPS.

## THE PATTERN



The behaviour is learned and repeated

## THE HIDDEN COSTS

- Trains customers to use pressure for concessions
- Reduces supplier trust and collaboration
- Leads to defensive pricing in future
- Slower response and less flexibility
- Lower innovation and discretionary effort
- Margin erosion affects quality and service
- Weaker long-term partnerships
- Discounts compound into significant sums

## UNDERSTAND AND COMMUNICATE VALUE

- Operational performance & productivity
- Safety, compliance & risk reduction
- Integration complexity & switching risk
- Cost of downtime and failure
- Reputation and customer outcomes
- Long term reliability and support

When you understand the value, you strengthen your position.

## VALUE VS. PRICE



When you understand the value, you strengthen your position.

## BEHAVIOURS THAT PROTECTS VALUE

- Listen and empathise, but don't capitulate
- Separate the issue from the relationship
- Solve the problem, don't buy silence
- Make decisions based on facts and impact
- Communicate value with clarity and confidence
- Escalate constructively when needed

Service recovery is appropriate. Commercial capitulation is not.

## THE LONG-TERM DIFFERENCE



### DISCOUNT DRIVEN CULTURE

Short-term relief. Long-term damage. Erodes margin, trust and performance.



### VALUE DRIVEN CULTURE

Builds trust. Improves outcomes. Creates sustainable advantage.



### FEWER MISTAKES

Reduce human error and process deviations.



### LOWER COSTS

Avoid rework, delays and unexpected losses.



### HIGHER PERFORMANCE

Streamline operations and improve efficiency.



### STRONGER CULTURE

Empower people to speak up and take action.



THINK BEFORE YOU ACT. STOP BEFORE IT COSTS. PROTECT WHAT MATTERS.

SAFETY. QUALITY. RELIABILITY. PROFITABILITY.

"We just want this resolved."

"Let's understand the value and find the right solution."



# HOW TO BUILD AND DEMONSTRATE VALUE.



The **Rule of 72** is a quick, useful formula that is used to estimate the number of years required to **double** invested money at a annual rate of return.



The Rule of 72 can be applied to **anything** that increases **exponentially**.



The Rule of 72 can be applied to **return on investment** and demonstrating **value for money**.

## THE RULE OF

# 72

### FORMULA

Years to double  $\approx$  **72**

Annual growth rate (%)

### EXAMPLE

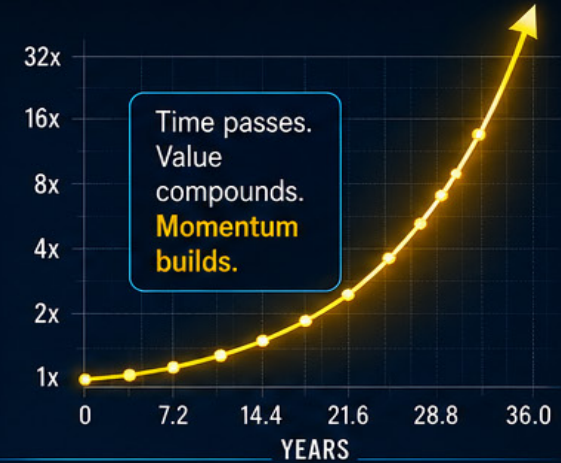
**10% = 7.2**  
YEARS

**SMALL IMPROVEMENTS.  
EXTRAORDINARY RESULTS.**

## SEE HOW EXPONENTIAL GROWTH WORKS

### AT 10% GROWTH PER YEAR

YEARS	FACTOR	VALUE OF £1000
0	1x	£1,000
7.2	2x	\$2,000
14.4	4x	\$4,000
21.6	8x	\$8,000
28.8	16x	£16,000
36.0	32x	\$32,000



## WHERE YOU CAN APPLY THE RULE OF 72



### INVESTMENT RETURNS

Grow capital and achieve financial goals faster.



### CUSTOMER VALUE

Increase retention, loyalty and lifetime value.



### PEOPLE & CAPABILITY

Develop skills and capability that compound over time.



### OPERATIONAL PERFORMANCE

Improve efficiency and productivity exponentially.



### RELATIONSHIPS

Build trust and relationships that strengthen exponentially.



### REPUTATION & BRAND

Enhance your reputation and market position.



A POWERFUL LENS FOR BUILDING AND DEMONSTRATING LONG-TERM VALUE.

- ✓ Helps you think long term.
- ✓ Justifies investment today.
- ✓ Builds momentum.
- ✓ Demonstrates compelling value.

## PERFORMANCE COMPOUNDS.

CREATE VALUE TODAY.  
MULTIPLY THE IMPACT TOMORROW.



TIME PASSES.

VALUE COMPOUNDS.

MOMENTUM BUILDS.

GREAT RESULTS FOLLOW.

# 12 TIPS FOR DOING MORE WITH LESS



1

## YOU ARE CAPABLE OF MORE WHEN YOU ARE ENERGISED

High energy leads to better focus, creativity and results. Protect your energy to unlock your potential.



2

## KNOW WHEN YOU ARE AT YOUR MOST ENERGISED

Schedule your most important tasks for those times and protect that time.



3

## TAKE CARE OF YOUR MIND, BODY AND SPIRIT

When you feel well, you think better, have more energy and achieve more.



4

## PREPARE FOR YOUR DAY

A few minutes of planning each day sets you up for success and reduces stress and decision fatigue.



5

## USE TASK LISTS (WORK LESS IN YOUR HEAD)

Capture everything on paper so you can focus clearly and get things done.



6

## ALLOCATE TASKS TO TIME

Time blocking helps you stay focused, meet deadlines and make the most of your day.



7

## FOCUS ON WHAT MATTERS MOST

Identify your priorities and let go of the rest.



8

## ELIMINATE DISTRACTIONS AND TIME WASTERS

Protect your time and attention from non-essential tasks.



9

## WORK SMARTER, NOT HARDER

Use better tools, systems and shortcuts to get things done efficiently.



10

## DELEGATE AND COLLABORATE

You don't have to do everything. Leverage others and work as a team.



11

## LOOK AFTER YOUR MENTAL SPACE

Manage stress, stay positive and keep your mind clear for better decisions and focus.



12

## REVIEW, REFLECT AND IMPROVE

Regularly review what's working, celebrate wins and keep improving.



DO MORE. STRESS LESS. LIVE BETTER.

Small changes. Big impact.

# UNLOCK YOUR POTENTIAL

Knowledge. Focus. Direction.  
The keys to unlocking  
**your potential.**



# THE COMPLETE HUMAN PERFORMANCE MIND

The PSL Human Performance Mind is made up of six working components that influence how we think, feel and behave at work and in life.

- **THINKING MIND**  
Logical, analytical and solution focused.
- **EMOTIONAL MIND**  
Feelings, motivation and values.
- **HABITS & BEHAVIOUR**  
Automatic responses and learned patterns.
- **SOCIAL MIND**  
Relationships, empathy and influence.
- **RESILIENCE MIND**  
Coping with pressure, setbacks and change.
- **WELLBEING MIND**  
Physical health, energy and overall wellbeing.



The Human Performance Universe highlights the key areas that influence our performance and wellbeing.

Each area is connected and supported by important enablers (our enabling principles) that provide balance and stability.



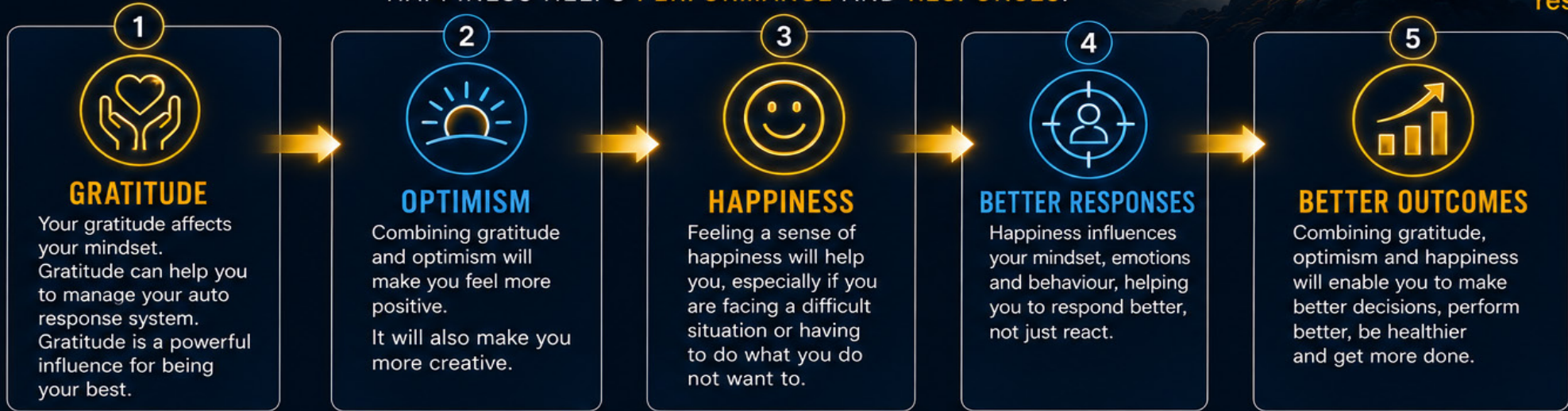
When all six components work together in balance, we perform at our best and achieve sustainable results.

# THE HAPPINESS ADVANTAGE



“ Your **mindset** shapes your responses. Your responses shape your **results**. ”

HAPPINESS HELPS **PERFORMANCE AND RESPONSES**.



### THE VAST MAJORITY OF US NEED THIS.

This means that you can use this process as a tool to help you and others. To build, calibrate and maintain relationships.



### USING GRATITUDE AND OPTIMISM TO CREATE HAPPINESS.

It's OK and necessary to seek gratitude and optimism sometimes. Sometimes a simple review will transform how you feel.



## HAPPINESS HELPS **PERFORMANCE AND RESPONSES**.



# THE THREE-WAY PERFORMANCE FEEDBACK MODEL

Turning Training into Lasting Behaviour Change



## TRAINER

- Observes performance
- Develops capability
- Provides coaching
- Shares recommendations



## MANAGER

### MANAGER ↔ EMPLOYEE

- Expectations
- Coaching
- Accountability
- Recognition



## EMPLOYEE

- Learns and applies
- Seeks feedback
- Reflects and improves
- Takes ownership



### EMPLOYEE ↔ TRAINER

- Learning
- Practice
- Questions
- Development

WE WOULD LOVE TO  
**SHARE THE REST**  
AND BEST OF OUR  
**TOOLS**  
WITH YOU AND YOUR TEAM



We're passionate about helping engineering and operations teams perform at their best.  
**Let's build excellence together.**

**PSL TOOLS**  
Practical. Proven. Performance Driven.

 <b>LEADERSHIP</b> Strengthen leadership at every level	 <b>OPERATIONS</b> Improve reliability and efficiency	 <b>RISK &amp; SAFETY</b> Manage risk and protect what matters
 <b>PERFORMANCE</b> Drive performance and accountability	 <b>LEARNING</b> Build capability and confidence	 <b>PRACTICAL TOOLS</b> Ready-to-use tools for real results

# WHERE ENGINEERING EXCELLENCE MEETS HUMAN PERFORMANCE

# PSL

Engineering  
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 Digistation

**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



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