



ENABLING SERVICE TEAMS WITH SOFT SKILLS TRAINING THAT DRIVE REVENUE GROWTH

We equip engineers with the soft skills to **influence**,
build trust and uncover **customer needs**.
That's how we turn service into sales
and **drive revenue growth**.



SERVICE INFLUENCES

THE PERCEPTION OF PRICE AND VALUE

CUSTOMER PERCEPTION OF SUPPLIERS

STATUS REQUIREMENTS / DESIRES / VISION DRIVER

KEY QUESTIONS

1	 TRUSTED ADVISER	For knowledge, skills and services
2	 PARTNER	Working to achieve or protect agreed goals
3	 SOLUTION PROVIDER	The go-to providers when needs arise
4	 GOOD SUPPLIER	Price, quality and service being valued
5	 SUPPLIER	Perception being the main factor (good enough)

1	TRUST
2	RAPPORT
3	RESPECT
4	RESULTS
5	PRICE

VALUE



COST

1 Where do you **want** to be?

2 Where do you **need** to be?

ENGINEERING HUMAN PERFORMANCE

Helping technical people perform at their best
when it matters most.

Most organisations train people on what to know.
PSL helps technical people perform when it matters most.



THE CHALLENGE

Pressure, complexity and people challenges are part of every working day.
When these moments happen, performance is either won or lost.



Difficult customer conversations



Internal conflict



Escalations



Negotiations



Presenting bad news



Leading teams



Influencing customers



Managing emotions

WHY IT MATTERS

Better performance in the moments that matter most creates measurable business impact.



CUSTOMER LOYALTY

Customers stay longer.



INCREASED PRODUCTIVITY

Less waste.
Less rework.



BETTER TEAMWORK

Improved collaboration.



STRONGER LEADERSHIP

Technical experts become leaders.



IMPROVED COMMERCIAL PERFORMANCE

Less discounting.
More opportunities.



REDUCED STRESS

More resilience.
Better decisions.



ENGINEERING
HUMAN
PERFORMANCE



THE BREAKTHROUGH

We don't deliver courses.
We build a performance operating system.

HOW PSL CREATES RESULTS

A performance operating system that turns capability into consistent, sustainable results.

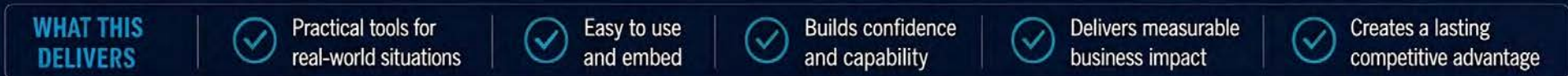


THE PSL PERFORMANCE SYSTEM



THE REAL POWER IS IN THE PSL TOOLS

Most training provides information.
PSL provides **practical tools** that people can use **immediately.**



ENGINEERING
HUMAN
PERFORMANCE



HELPING TECHNICAL PEOPLE **PERFORM AT THEIR BEST** WHEN IT MATTERS MOST.

THE REAL POWER IS IN THE PSL TOOLS

Practical tools that turn great conversations into better performance, stronger relationships and lasting results



WHAT THEY ARE

QLS
Question
Listen
Silence

DDT
Day
Date
Time

UTU
Understand
customer needs
Take ownership
Use problem
solving tactics

MMFI
Make me feel
important

STG
Stop
Think
Go

EMIP
Evidence
Meaning
Impact
Priorities

WHAT THEY MEAN

- ✓ Improves real communication
- ✓ Prevents costly mis-understanding and assumptions
- ✓ Builds more trust
- ✓ Helps people to work better together
- ✓ Creates breakthrough solutions
- ✓ Gets commitment

- ✓ Makes people more focused and efficient
- ✓ Reduces expensive time delays
- ✓ Gets commitment to deliver
- ✓ Makes customers feel involved, valued and important

- ✓ Creates competitive advantage
- ✓ Reveals hidden needs and opportunities
- ✓ Makes customers feel valued and builds trust
- ✓ Guides employees to do what they need to
- ✓ Prevents escalations
- ✓ Turns problems into opportunities

- ✓ Uses empathy and rapport to build trust
- ✓ Makes difficult conversations easier
- ✓ Builds better relationships with colleagues, partners and customers
- ✓ Gets meetings off on a better footing
- ✓ Predicts success

- ✓ Creates a pause
- ✓ Buys time for people to think and create
- ✓ Demonstrates positive intentions and credibility
- ✓ Stops reactive decision making
- ✓ Enables people to learn and grow
- ✓ Creates competitive advantage

- ✓ Provides a clear structure to influence and persuade
- ✓ Helps people see the value and take action
- ✓ Aligns conversations with what matters most
- ✓ Drives better decisions and outcomes

WHAT THEY DELIVER

BETTER CONVERSATIONS
Build trust and understanding

BETTER FOCUS & FOLLOW THROUGH
Save time and drive commitment

BETTER SOLUTIONS & SATISFIED CUSTOMERS
Meet real needs and create value

STRONGER RELATIONSHIPS
Empathy and respect that last

BETTER JUDGEMENT & SELF CONTROL
Thoughtful choices, better outcomes

GREATER IMPACT & RESULTS
Make your point. Drive action. Get results.

THE BIG IMPACT

Stronger relationships and collaboration

Higher productivity and performance

Better decisions and outcomes

Safer, more reliable performance

Sustainable results and competitive advantage

HELPING TECHNICAL PEOPLE **PERFORM AT THEIR BEST** WHEN IT MATTERS MOST.

HUMAN ENGINEERING

A SYSTEM FOR CONTINUOUS IMPROVEMENT



PERFORMANCE IS NOT AN EVENT. **IT IS A CYCLE.**

ENGINEERING HUMAN PERFORMANCE

Soft skills training that transforms technical expertise into stronger relationships and business results.



 STRONGER
RELATIONSHIPS

 BETTER
COLLABORATION

 MEASURABLE
RESULTS



INCREASE CUSTOMER RETENTION

Turn every interaction into a reason to stay.

Clear communication, empathy and trust build stronger relationships with customers. When engineers connect, manage expectations and deliver with impact, customers are more likely to renew contracts, buy more services and stay long-term partners.



UNLOCK REVENUE OPPORTUNITIES

Help technical professionals recognise and communicate value.

Engineers are often closest to customer needs. By asking better questions, listening actively and communicating value clearly, they can uncover opportunities, strengthen relationships and contribute directly to revenue growth.



IMPROVE OPERATIONAL PERFORMANCE

Reduce friction, escalation and costly misunderstandings.

Stronger communication, collaboration and problem-solving skills help teams resolve issues faster, work more effectively together and create better customer experiences—delivering efficiency, quality and results.

> Practical, engaging training that engineers value and organisations see results from – **fast**.

 COMMUNICATION

 TRUST

 OWNERSHIP

 COMMERCIAL
AWARENESS

 LEADERSHIP

 CUSTOMER
SUCCESS

TECHNICAL EXPERTISE **CREATES VALUE**

HUMAN PERFORMANCE DELIVERS OUTCOMES

THE OUTCOMES



Creating **certainty** in uncertainty



Translating complexity into **clarity**



Turning difficult moments into **trust-building** moments



Becoming the best **human face** of the organisation



Protecting your **reputation and brand**



The Best Version
of **You**



The Best Version
of **Your Service**



The Best Version
of **Your Team**

THE HUMAN CONDITION

IT'S NOT JUST ABOUT WHAT YOU KNOW.
**IT'S ABOUT HOW YOU THINK,
HOW YOU RESPOND
AND WHO YOU BECOME.**

This course is about mind management.
It's about building the **inner skills**
that create **outer success.**



MASTER YOURSELF.

Elevate your performance.



MINDSET

Understand who you are
and what drives you.



EMOTIONS

Manage your emotions
and respond, don't react.



THOUGHTS

Train your mind to think
clearly and positively.



RESILIENCE

Stay calm, resilient and
effective under pressure.



RELATIONSHIPS

Build trust and strengthen
every connection.



HIGH PERFORMING FIELD SERVICE

Engineer by mind mastery.



CUSTOMER SUCCESS

Stronger relationships.
Lasting loyalty.



BUSINESS IMPACT

Better performance.
Greater efficiency.



SAFETY & QUALITY

Do it right. Every time.



CONSISTENT RESULTS

Sustainable growth
and profitability.



PEOPLE. | PERFORMANCE. | POSSIBILITY.

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:



01 

ACHIEVING SERVICE EXCELLENCE

RQ helps people to build better relationships with their customers and colleagues.

-  Stronger customer connections and loyalty
-  Improved team collaboration and trust
-  Enhanced reputation and credibility

02 

CONFLICTS MANAGED SUCCESSFULLY

RQ helps people to communicate more effectively and creatively, which reduces or eliminates expensive hidden costs.

-  Reduced conflict and misunderstandings
-  Faster resolution and better decisions
-  Lower costs and greater efficiency

03 

SELLING MORE SOLUTIONS, SERVICES, PRODUCTS

RQ helps people to sell more products, services and tailored solutions in ways that customers actually like.


-  Better understanding of customer needs
-  More relevant solutions and value
-  Increased sales and customer satisfaction


04 

STRONGER FINANCIAL PERFORMANCE

RQ helps people to increase productivity and quality, to make fewer mistakes, the results improve revenue and profits.

-  Higher productivity and quality
-  Fewer mistakes and rework
-  Improved revenue and profitability

 STRONGER CUSTOMER RELATIONSHIPS

 HIGHER-PERFORMING TECHNICAL TEAMS

 IMPROVED COMMERCIAL & OPERATIONAL OUTCOMES

PEOPLE. PERFORMANCE. POSSIBILITY.

TRUSTED ACROSS ENGINEERING & TECHNICAL 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:



ENGINEERING

- ✓ Designing solutions that solve real problems
- ✓ Ensuring control and automation excellence
- ✓ Driving innovation and technical leadership
- ✓ Creating value through engineering expertise
- ✓ Maintaining products and improving reliability



FIELD SERVICE

- ✓ Solving problems on-site with confidence
- ✓ Leading teams and driving performance
- ✓ Delivering service excellence every time
- ✓ Building capability in the field
- ✓ Ensuring safety and protecting people



PROJECTS

- ✓ Planning projects that deliver value
- ✓ Managing time, cost and quality
- ✓ Leading cross-functional teams
- ✓ Delivering successful outcomes
- ✓ Driving continuous improvement



TECHNICAL SUPPORT

- ✓ Solving problems and supporting users
- ✓ Providing accurate technical advice
- ✓ Improving systems and processes
- ✓ Building knowledge and expertise
- ✓ Driving customer satisfaction



LEADERSHIP

- ✓ Leading teams to achieve more
- ✓ Building high-performing technical teams
- ✓ Developing people and future leaders
- ✓ Driving accountability and ownership
- ✓ Creating a culture of excellence



COMMERCIAL & CUSTOMER

- ✓ Winning new business and growing accounts
- ✓ Building trusted customer relationships
- ✓ Understanding customer needs and value
- ✓ Delivering outcomes that matter
- ✓ Driving long-term partnerships



DIFFERENT ROLES. ONE GOAL. Smarter skills. Stronger performance. Better outcomes.

TRUSTED BY LEADING ORGANISATIONS

EXAMPLES OF ORGANISATIONS WE'VE WORKED WITH

Honeywell



**BOWE
GROUP**

FLENDER

DELIGO

Endress+Hauser 
People for Process Automation



Titleist



**designer
CONTRACTS**

Across **engineering, manufacturing, automation** and **technology** –
we help organisations build the capability and confidence to perform at their best.



**STRONGER
CUSTOMER
RELATIONSHIPS**



**HIGHER-PERFORMING
TECHNICAL
TEAMS**



**IMPROVED
COMMERCIAL &
OPERATIONAL
OUTCOMES**

**PEOPLE.
PERFORMANCE.
POSSIBILITY.**

OUR **INDUSTRY EXPERTISE**

PSL delivers specialist training solutions across a wide range of industries.



AEROSPACE



MRO



ENERGY MANAGEMENT



MARINE



DEFENCE



PLANTS & UTILITIES



INDUSTRIAL



SOFTWARE



• Deep industry knowledge. Practical experience. **Real-world results.** •



COMMUNICATION



TRUST



OWNERSHIP



COMMERCIAL
AWARENESS



LEADERSHIP



CUSTOMER
SUCCESS

PSL

ENGINEERING
HUMAN
PERFORMANCE

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.

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BUILDING CAPABILITY. DELIVERING RESULTS.