



LEADING EDGE CHANGE

Professional Programmes for Peak Performance

CUSTOMER ORIENTATED BEHAVIOUR

A Leading Edge Change in-house workshop

Keeping customers happy involves far more than the sales team. Everyone in your organisation who comes in contact with your customers has an important role to play in overall customer satisfaction. Making sure that everyone is skilled in customer orientated behaviour will make all the difference in successful referrals and repeat business.

And what about internal customers? Just imagine how smoothly and cooperatively your business will run when everyone in the organisation is focussed on delivering service and satisfaction to external and internal customers alike.

In our in-house customer orientated behaviour workshop we work with your staff on their specific customer issues, helping them to understand the importance of top quality service and teaching practical NLP techniques to improve relationships across the board.

With this training your business could benefit from improved customer relations by:

- ◆ A better understanding of real customer needs
- ◆ A reduction in complaints
- ◆ More repeat business, less customer loss
- ◆ A happier, more cooperative organisation

Key features:

- ◆ Identification of key customer interactions
- ◆ Understanding what customers really want
- ◆ How to manage state, for the individual and the customer
- ◆ The importance of personal integrity and ecology
- ◆ How to build all important empathy and rapport
- ◆ The importance of going the extra mile
- ◆ How to turn a complaint into an opportunity
- ◆ How to build win-win relationships with internal customers
- ◆ The advantage of being flexible

These focussed development programmes allow us to work closely with your selected employees to deliver more skill enhancements faster.

LEADING EDGE CHANGE is committed to helping business achieve its potential in an ethical and sustainable way.

We all know that business outcomes are a direct result of the activities of the people working on them. To make a real difference people need three things:

1. Motivation
2. To think in ways that allow new distinctions to emerge
3. To be able to build the relationships needed to get the desired results

Combining all the proven benefits of NLP techniques with our extensive business and training experience, our performance training programmes will promote development in all three areas. Furthermore, as learning works best when all senses are engaged, our training challenges participants to engage fully. All workshops and programmes involve practical, interactive experience to make them fun and accelerate easy learning.

Our **workshops, development programmes and training courses** are available at a timing, length and price to suit your needs. We will run courses and programmes individually or as a package as required.

Other services:

Our **Personal Executive Coaching** provides confidential one-on-one coaching for directors and senior management, helping them find their own special talents to make the changes that take business forward.

Our **Strategic Coaching** helps a board or management team define their overall business goals and desired outcomes, development the strategy, build and test the business case and business plan and implementation planning and delivery.

To book this workshop or to find out more about our training, consulting and executive coaching contact Patricia Scott at:

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