

Managing customers

Seven steps to quality service Setting up and running the workshops

By David Illingworth

Synopsis

This preliminary module is essential reading and preparation prior to running a successful program of seven training courses. It gives practical and general guidance on preparing, running and completing any of the seven workshops within the 'Seven steps to quality service' program.

How to ...

How to prepare and set up the seven workshops.

How to focus on success during the running of the seven workshops.

How to successfully finish a workshop and write action plans.

David Illingworth

David has been encouraging and helping people for 30 years both as a line manager and as an international consultant to organizations across many cultures. He has a real passion for helping people and works extensively with helping young people to achieve their potential. Apart from his consultancy and business writing, he holds a number of Directorships in various businesses, including several e-businesses.

Acknowledgement

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