

Managing customers

Seven steps to quality service

Step three - improving our people skills

By David Illingworth

Synopsis

Step three in this series of seven training courses, engages participants in understanding that the 'service package' on offer to customers has many facets. This session, focused on 'improving our people skills', leads to practical action plans for making a difference. Step three contains a leader's guide and a participant's workbook.

How to ...

How to identify good people skills in leaders and staff

How to use good people skills for improving your quality of service

How to identify your people skills and improve them

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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