

# Be present

## Energising and delivering great customer experiences

Every single day we are consuming and experiencing products & services. Perhaps you take the train or bus to work, your colleagues provide you with reports or information, or a new deli delivers lunch to your place of work. Equally, every single day you are delivering an experience to other colleagues or perhaps customers. So, the experience we give to others or receive ourselves, can be great, good or poor, and that experience influences their and our perceptions, future decisions and choices.

This engaging immersive experience coaches you and your people in how to be present in each interaction using the skills and tools that deliver great colleague and customer experiences.



Feedback for W2 " *We search for suppliers that are innovative in their approach and that can differentiate themselves whilst delivering significant results. From an SSE perspective, the*

*change in attitudes and behaviours of our people at the power station and their improved performance demonstrated the innovative approach of W2" Group Manager Scottish and Southern Energy*

Feedback for Impromptu " *Actors were amazing, coaching brought insights into one's own being - excellent valuable skills for life and work." Participant*

### Workshop aim

We take participants on a journey of learning that is in itself a best in class customer experience for them, which models excellence and the four experience essentials. They will learn through a range of immersive activities such as observing as a "fly on the wall" our actors, live practice of the skills and tools with the role players and personal coaching. Our goal is that participants experience it, love it, be energized by it and embed the principles into every single interaction with their colleagues and customers.

## Be Present Workshop Content

Story telling about our wealth of wisdom, learning from each other

Priceless experience auction activity

Service value connection – it starts with me

How can we improve our customer and colleague experience?

Identifying the:

1. Evidence
2. Perceptions
3. Customer/ colleague journey map
4. Understanding needs
5. Design the future, innovate.

The value of Best in Class Customer Experience

Drawing from the book Fish! and its philosophy

### 4 Key principles of great customer/ colleague experience

- ✓ Choose your attitude and behaviour
- ✓ Be present
- ✓ Make their day
- ✓ Build rapport and bring your whole self to work

### Practice sessions with role players, coaching and feedback

Develop the attitude and skills that really make a difference to other's experience of you

Activity - working as a team to get a best in class result

We improve what we do, putting the tools into practice

Personal action plans and commitments

Participant feedback comments to what was the best bit? :

*'The way in which the goals were achieved through fun activities'*

*'Being put in situations that I wouldn't normally be in and learning that I am capable of dealing with them'*

*'The auction to pick the best options and discussion'*

*'Made to feel welcome and not harassed'*

*'The course material was good and the participation aspect helped to get the messages home'*

*'The role play and the different scenario outcomes'*

*'It was inspiring'*

*'The skill set of the Actors'*

*'I really enjoyed the role play aspect attempting to put us in real situations'*