

Delivering outstanding customer service



Course overview

Successful organisations understand the vital importance of their people in creating exceptional customer service, competitive advantage and an authentic customer experience. The secret of their success is their people, and their understanding of what can be achieved when the growth and development of their people is embraced. It is these people who, far more than any clever design logo or advertising campaign, will shape the reputation of their organisation and implicitly convey to customers by their actions, attitudes and behaviour whether their customer experience has been authentic and true to their expectations, and what the organisation has promised them.

Brandheart's customised workshop takes your organisation's customer service to the next level. Delivering Outstanding Customer Service requires staff to not only possess the skills, but also to have the emotional intelligence and self-awareness to get the best possible outcome for their customers – whether they be internal or external. The workshop is fully customised to reinforce and support your organisation's brand, strategy, values and desired service culture.

Duration

The Delivering Outstanding Customer Service course is a one to two day programme of professional development, with pre-course preparation and post-course application. Duration and format of delivery can be modified to suit participant availability and budget.

What they'll learn

People who attend the **Delivering Outstanding Customer Service** course will:

- Build awareness of the critical importance to the organisation of consistently delivering outstanding customer service - and what's in it for them
- Learn how to easily identify opportunities to create the 'wow factor' with their genuine customer service approach
- Learn how to use basic psychology tools to enhance customer interactions
- Create awareness of the customer's mental and emotional states and learn how to easily and effectively work positively with them
- Understand the importance of Moments of Truth in building and sustaining their personal, and organisation's reputation
- Increase self-awareness about their behaviours and how they impact on others
- Utilise respectful assertiveness strategies in difficult customer conversations
- Create and apply strategies for effectively and professionally managing challenging customer behaviour, complaints and difficult requests
- Reduce the amount of time and energy spent on managing challenging customer situations
- Positively manage their customer's emotional state even when enforcing policies, rules and regulations
- Manage their own emotional and mental state to remain calm and effective and avoid getting 'triggered' by customer behaviour
- Understand and how to learn to easily identify and adapt to customers' personal communication styles

Get in touch...

info@brandheart.co.nz or 04 384 9962

Why choose us?

We get results

Brandheart has a reputation for our highly customised approach to working collaboratively in partnership with clients to design fully tailor-made organisational and culture development processes and training programmes which integrate, align with and reinforce our client's operating model, strategic goals, vision, desired culture, values, leadership and staff competencies and performance management frameworks.

We have a track record of success

Since 1998, Brandheart has worked with most central government agencies, local government authorities and many private sector organisations. Our courses are consistently rated 'agree' or 'highly agree' in participant satisfaction and impact surveys, and many of our new clients contact us via word of mouth after referrals from previous clients and participants. We have a positive and enduring reputation in the marketplace.

Transformational workshops resulting in long-term shifts in behaviour

Brandheart's programmes enable participants to build their self-awareness about their thinking, attitudes, beliefs and assumptions that drive their behaviour while building practical skillsets to ensure that behaviour change and the positive impact into role performance is sustained into the long-term.

We relate to a diverse range of people

We have worked with people from across all organisational levels, from CEOs and Secretaries and Senior Management Teams to front line staff. We believe everyone, no matter his or her role, has a significant contribution to make.

Brandheart's workshops are programmes of development not just workshops

We provide a range of blended learning tools to enhance learning and to sustain behaviour and attitude changes into the long-term not just through the workshop itself but also through the provision of Prepare and Apply Phase tools.

Stimulating and enjoyable experience

Brandheart has a reputation for delivering enjoyable, stimulating and interactive workshops. We connect with people because of our down-to-earth, no 'BS' style and a bit of humour!

We keep it simple and real

Although our workshop content is based in the principles of human psychology, we avoid psychobabble and aim to demystify psychological concepts making them accessible and easy to apply for participants.

We are flexible, adaptive and easy to work with

We are known for our adaptive approach, our flexibility and our willingness to work collaboratively with our clients to produce a solution that suits their requirements.

Our clients

The Treasury	2degrees Mobile
State Services Commission	Peter Jackson's Park Road Post
Ministry of Foreign Affairs and Trade	Peter Jackson's Vintage Aviator
Auckland Council	Tower Insurance
Office of the Clerk of the House of Representatives	AIG Insurance
Ministry of Business Innovation and Employment	Inland Revenue Department
ACC	Otago University
Land and Information New Zealand	New Zealand Fire Service
Parliamentary Service	ANZ Bank
New Zealand Transport Agency	ASB Bank
Statistics New Zealand	New Zealand Institute of Accountants
Department of Conservation	Wellington International Airport
GNS Science	Telstraclear
Ministry of Education	Contact Energy
Careers New Zealand	Media Monitors
Te Kura	Quinovic Property Management
NZQA	Iplex Pipelines
Immigration New Zealand	Porirua City Council
Wellington City Council	Invercargill City Council
Ministry of Justice	Kapiti Coast District Council
Te Papa	Environment Canterbury
EECA	Queenstown Lakes District Council
Ministry of Women's Affairs	Horizons Regional Council
ERO	Napier City Council
Tertiary Education Commission	Upper Hutt City Council
Society for Local Government Managers	Hastings District Council
Environment Bay of Plenty	Red Cross
Christchurch City Council	Outward Bound
Allied Press	Cable Price
	Financial Markets Authority
	Tourism Industry Aotearoa

Our team

Claire Wynn

Bachelor of Arts – Victoria University
Certified Neuro Linguistic Programming Practitioner
Certified *Communication Styles @ Work* Facilitator
Certified Tetramap Facilitator
Accredited GENOS Emotional Intelligence Facilitator



Claire's experience as a corporate trainer and facilitator is extensive. She has designed and delivered training programmes and facilitated workshops for public and private sector organisations at all levels – from CEs, Secretaries, Senior Leadership Teams, Boards, Members of Parliament to front-line delivery teams and staff. Claire has managed many major national training and facilitation projects, developing a national reputation for managing key client relationships and designing and delivering staff and leadership development initiatives in the public and private sector. Claire has also managed and led a team in a nationwide training consultancy company before establishing Brandheart in 1998.

Claire's training and facilitation style is engaging, witty and thought-provoking.

In programme design and content, Claire's training programmes have a reputation for being transformational, assisting participants to make positive and sustainable shifts in both their mindsets and behaviours resulting in a positive impact on the professional and personal lives of her clients.

A word from Claire...

I feel very privileged that every day in Brandheart through training and facilitation, I am able to fulfil my life's purpose and passion: to positively influence people's professional and personal lives and to assist them to step more into their power. In fact, empowerment has become a central theme in all our training and development programmes.

This involves assisting people to deepen their understanding about themselves, how they impact on their relationships and their team's performance and to gain awareness about the contribution they make to their organisations and to the success and happiness of others. Over the years this has seen me working with people across all organisational levels from Secretaries, CEs and Boards, to Councillors and Members of Parliament to staff and community groups.

It's inspiring to see individuals and teams gain clarity on who they are and what they want to achieve and then take 100% responsibility for making it happen for themselves. It's about being a conscious and empowered contributor to their own well-being and to the well-being of their organisation and the planet.

Christine Theissen

Masters Degree in Business
PROSCI Change Management facilitator
LEADR Accredited Mediator
HBDI (Hermann Whole Brain Thinking)



Christine is a highly experienced facilitator, trainer and HR practitioner. Christine has established her experience and specialist skills as a business and culture transformation facilitator as a practitioner in senior management and consulting roles across multiple sectors including Manufacturing/FMCG, Local Government, Health and Education, as well as in Fonterra and Cadbury's. Christine is a regular guest lecturer in Strategic Human Resources Management at Otago University.

Christine's passion and expertise lie in culture transformation and organisational change and assisting people to develop their resilience to workplace challenges. She also has vast experience in building team effectiveness as a facilitator. Christine is also an experienced mediator and investigator in workplace bullying and restorative justice processes for employment.

Christine is known for her warmth and her ability to build trust and rapport quickly with her clients and for her intelligent, insightful and down-to-earth approach as a facilitator and trainer.

A word from Christine...

It's exciting to see that when people achieve a higher level of self-awareness, understand more about how they impact on the happiness and success of others and define what success looks and feels like for them, they start making conscious choices and take positive action to transform their workplace relationships and work experience.

Sometimes we just need some timely reminders about what we are capable of and to be given the opportunity to sharpen our existing tools and to gain new and practical strategies for achieving the success we are looking for in our careers and professional relationships. And I feel honoured and humbled to be part of that experience as a trainer, facilitator and coach in Brandheart.

I love it when clients throw a challenge my way whether it be designing and implementing significant organisational and cultural change, building leadership capability, transforming conflict or assisting teams to break-through difficulties and achieve high-performance.

Rachel Matheson

Bachelor of Business Studies
Certified International PEP facilitator
Certified International PEP Mindfulness and Resilience coach



Rachel brings her Brandheart clients a depth of experience as an international facilitator and coach. With a Business degree in Marketing and Japanese Rachel started working in tourism before launching her marketing career in one of NZ's leading export companies. This role saw her managing major export projects within various Asian markets.

Rachel then joined an Auckland based marketing consultancy firm managing projects in banking, construction, manufacturing, transport and sport. Much of this work focused on customer service, company culture, building leadership capability and branding and building effective teams.

Rachel is a qualified facilitator in the international Personal Efficiency Programme (PEP) which has seen her deliver programmes throughout Australia and New Zealand within the private and public sectors from CEs and Members of Parliament, managers to front-line staff. Rachel is passionate about the benefits of mindfulness which enables people to understand their mindset, to support and improve sustainable workplace change and has since achieved her certification as a mindfulness coach.

Rachel has an energetic, switched on, engaging style and has a passion to help people be the best they can be, while maintaining a healthy work/life balance.

A word from Rachel...

It's hugely rewarding for me when participants on our courses realise how their perceptions and mindset have such a big influence on the reality they are creating and ultimately on the happiness and success they experience at work and at home.

We can all learn new tools and techniques on how to be more successful and effective in all parts of our lives and across all of our relationships. However, the key ingredient is first of all cultivating a positive relationship with ourselves and developing the self-awareness to manage our behaviours and impulses as well as our habitual thoughts that drive our outcomes. This is when we get sustainable change and this is what I love about delivering Brandheart's workshops. My passion is to enable people to be the best they can be, bounce back from adversity and get the most out of life.

About Brandheart

Based in Wellington and working throughout New Zealand, South East Asia and the South Pacific in the private, central and local government sectors, Brandheart specialises in the development of customised and organisation-specific programmes to achieve our vision of 'Building Cultures of Success' for our client organisations. Brandheart works throughout all levels of client organisations focusing on the key areas of staff, leadership and team development, and organisational/culture development.

Brandheart was established in 1998 and has a solid track record of experience in programme delivery in the public and private sectors. The Brandheart team have a combined experience of 43 years in the design and delivery of quality best practice training programmes and the facilitation of organisational and culture development processes.

Over the years, the Brandheart team has been engaged in a number of interesting leadership and staff development and organisational development and culture transformation projects within the public and private sectors. Brandheart's reputation for delivering high quality and effective outcomes from its programmes is demonstrated by its many long-term satisfied clients and referrals. It is also built upon the consistently positive feedback received from operational managers and programme managers within HR and Learning and Development units of its client organisations, who regularly comment on the high level of transfer of learning and 'real world results' of Brandheart's leadership and staff development programmes.

The success of Brandheart's programmes lies in the positive and respectful relationship developed between the facilitators and their participants which acknowledges, taps into and builds upon, the expertise and experience of the participants in an enjoyable, challenging and interactive way.

Brandheart's approach is to assist people to understand themselves as the primary influence upon all other relationships, whether at work or outside of work. This is the basis for the proven effectiveness of Brandheart's programmes, which recognise the whole person and the naturally positive desire for all leaders and employees to contribute positively to their own life and the lives of others. While building self-awareness is a key aspect of the Brandheart learning experience, Brandheart also has a reputation for delivering highly practical and relevant tools and skills which can be immediately applied to assist participants to build effectiveness in their role and workplace relationships.

Our services

Brandheart provides consultancy and professional staff and manager development in:

- Leadership development
- Business leadership communication skills
- Delivering exceptional customer service
- Managing challenging customer interactions
- Organisational culture transformation
- Influencing for strategic outcomes
- One on one executive coaching
- Transformational leadership
- Coaching and performance feedback skills
- Team development workshops
- Leadership and engagement
- Communicating for success
- Emotional Intelligence at work
- Communication styles at work
- Building successful relationships at work
- Personal effectiveness and productivity
- Giving and receiving feedback
- Leading for change
- Building emotional resilience
- Training and Facilitation skills
- Effective meeting facilitation
- Negotiation and mediation skills
- Courageous conversations
- Beyond conflict to understanding