

THE

DELIGHT

PROGRAM

Mindset Continuum

Being 'in the Black'
negative place to be

Being 'in the Red'
positive place to be

Temperamental

Impatient

Caring

Appreciative

Uncooperative

Irritable

Cooperative

Collaborative

Indecisive

Argumentative

Patient

Open minded

Unhappy

Frustrated

Non-defensive

Considerate

Worried

Stubborn

Confident

Calm

Angry

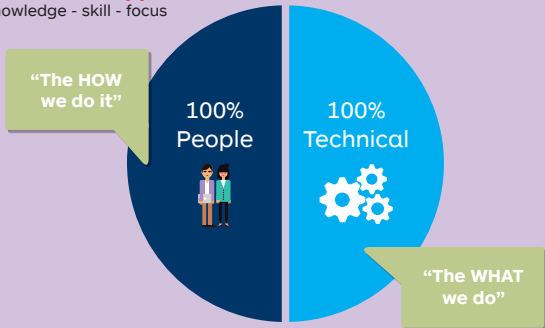
Stressed

Productive

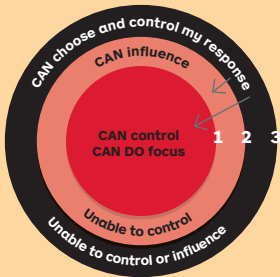
Helpful

A Balanced Approach

knowledge - skill - focus



Responsibility and Choice Circles™



What can
I do?

What is the
next step?

Who can
help?



No roadblocks

Don't 'dead end' customers with language such as:

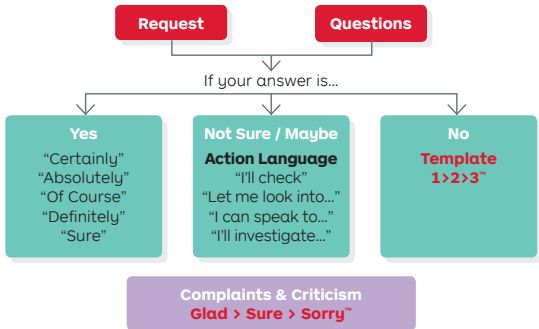
- ✗ Unfortunately
- ✗ I can't...
- ✗ I'm afraid that...
- ✗ I'm sorry but...
- ✗ It's company policy
- ✗ It's regulation

Don't create doubt or false hope

Avoid using:

- ✗ I'll try
- ✗ I'll do my best
- ✗ I'll endeavor
- ✗ Possibly
- ✗ Probably
- ✗ I think that should be okay
- ✗ I don't see why not

Positive 1st Response™



Positive 1st Response in a 'No' Situation

Template 1 > 2 > 3™

1

Explain what you CAN DO

- ✓ Give the best solution, options and alternatives
- ✓ Focus on what is possible and a way forward
- ✓ Say something that is positive, constructive or empathetic

2

The 'NO' State:

- ✓ What are you unable to do
- ✓ What is not possible
- ✓ Give the disappointing or upsetting news

3

Give any additional ideas or suggestions

- ✓ Sell the benefits of what you have offered
- ✓ Agree on the next step(s)
- ✓ Say something that is positive, constructive or empathetic

“Everything we think, feel, say
and do is either a service or
disservice to ourselves and
to others.” – Mary Gober



Positive 1st response™

in a 'Complaint' Situation

Glad > Sure > Sorry™



Glad

Thank you
Appreciate
It's good that...
Pleased / Grateful
It's important that...



Sure

I'll fix / replace /
change that /
I'll speak to.../
Let me investigate



Sorry

Apologise
Regret
Concerned
Disappointed

Aim to take a positive mindset approach

- 1 Take ownership and responsibility
- 2 Be optimistic
- 3 A complaint is real gold ... treasure it!
- 4 I make a difference