

Why do we want more 9's and 10's from our customers?

Personal Benefits

Satisfaction

Less Stress

Efficient

Organisational Benefits

Loyalty

Reputation

Profitability

**Benefits
of a 9-10
NPS**

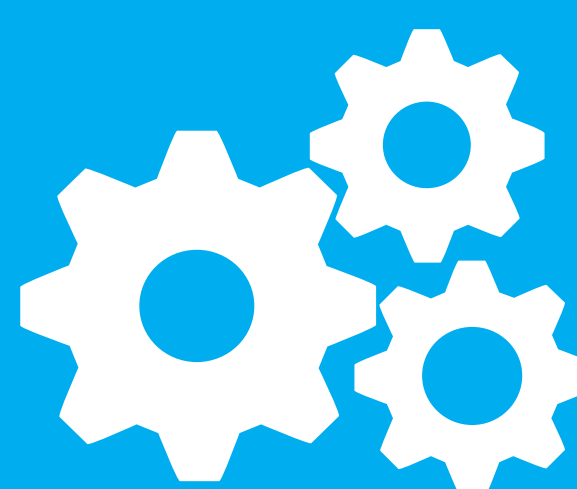
Remember to get the balance right

“The HOW
we do it”

100%
People



100%
Technical



“The WHAT
we do”

Where will you choose to spend your time today?

In the Black (behaviour)

temperamental
uncooperative
indecisive
aggressive
judgemental
unhappy
worried

angry
impatient
irritable
argumentative
frustrated
stubborn
stressed

In the Red (behaviour)

caring
cooperative
patient
non-defensive
confident
compassionate
collaborative

considerate
responsible
calm
helpful
productive
appreciative
open

A negative
place in life

A positive
place in life



Language is powerful select it wisely

In the Black

In the Red

Negative
Blame
'No can do' focus

Action
Ownership
'Can do' focus

Language

Language



Use your 3 power questions to
keep on moving towards the Red!

What
can I do?

What is the
next step?

Who can
help?

IN THE RED

Let's aim to
Delight every time!

“What I can
do is...”

