

# Delegate Comments

*'The training was brilliant and delivered so well. The staff really got into it and were asking me why we had not done this in the past. The subject matter was spot on, delivered at the right pace and with total professionalism. The written report on an improvement area will get them more involved in making the changes that will lead us to better customer service'* – **First Line Customer Service- Chevron**

*'Confidence in presenting and preparing new ideas. Learning to flex to the audience and knowing my audience. Raised self-awareness too from the feedback'* – **Persuading and Influencing – Elevate**

*'Good starting point to grow my skills, the issues discussed will help me to improve my management skills and by identifying different types of people and tackling any issues early on'* – **Bitesize training sessions – Birketts**

*'We will benefit from clear methods and techniques to better manage, motivate, support, coach and mentor staff to enable them to provide a better customer care experience'* – **Customer Service Management – MedicAnimal**

*'Help me in helping others in their job, performance at work and task they are doing'* – **Coaching Skill – Chevron**

*'I will be more customer focused and more alert to how we can improve the customer journey'* – **First Line Customer Service – ASOS**

*This is going to make a huge difference on handling feedback and coaching and my way of dealing with situations*  
– **Giving and Receiving Feedback – Vantage Insurance**