

Providing 'Excellent' Service

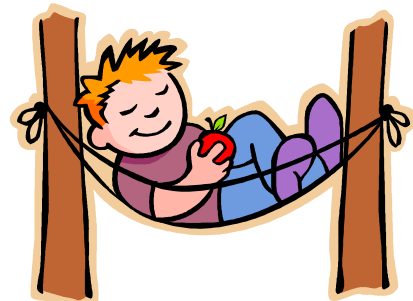
- Remember 'excellence' is about delighting, providing the extra something
- Always emphasise what you can do, not what you can't
- Use clients as a source of good ideas : pass these on. Use these ideas
- Remember points of detail – they get noticed
- Think ahead ... put yourself in your customer's shoes
- Do something or provide something different tomorrow
- Never compromise on quality
- Today's customer will recommend your service to others



With acknowledgement to Tom Peters

Managing Everyday Pressure

- Learn to unwind – allow time at the end of a busy day
- Sleep – take as much as your body needs
- Take regular holidays – away-days, week-end breaks
- Enjoy hobbies – a different activity outside of work
- Try massage – Shiatsu, Aromatherapy, Indian Head Massage
- Use meditation – singularly or in groups
- Try Yoga or Tai-Chi: stretching and relaxing
- Take regular light exercise, aerobic activity – swimming is particularly good!
- Try calming breathing
- Smile and laugh ... both help reduce stress!



Practical Motivation for People in Teams



- Set challenging targets, but make sure they are realistic and achievable. Try to involve people in determining their own objectives. People need to feel in control.
 - Brief the team regularly on progress and what is happening in the organisation.
 - Use on-going success as a motivator.
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- Get people involved in planning work and innovating: use ideas from individuals and the team.
 - Increase individuals' responsibility by delegating more. Allocate work in such a way that everyone has a chance to take on more responsibility and gain more expertise.
 - If possible allow people maximum scope to vary the methods, sequence and pace of their work.
 - Ensure that the relationship between effort and reward is clearly defined.
 - Provide opportunities to coaching, training and development.
 - Catch people doing something right and say so!

