

Our help transformed Emma from struggling with clients to winning the Customer Service Excellence Award.

»»» Here's what she had to say about our work:

I really enjoyed our coaching! It really gave me a fresh perspective. Everyone has been giving me advice on what to say. But no one has addressed the root cause that I don't want to say anything. Now I feel much more confident that I can deal with rambling clients. Angela and Mark just told me to not ask that many questions. Paul told me to use the templates in the training guide. Susan said I needed to be more aggressive. I genuinely didn't feel like their advice worked for me but yours made a lot of sense.

Premise:

Client Name: Emma Harper

Role: Service Delivery Associate

Industry: Customer Service

The Problem:

Despite extensive training, her challenges fell in the areas of:

- Being assertive with clients -- Her attempts at being assertive led to aggressiveness
- Managing escalations
- Drawing boundaries
- Poor performance and constant client escalations
- Severe burnout

The main objective was to uncover and overcome her self-limiting mindset and improve her confidence.

Most of the coaching focused on reshaping Emma's thought process that:

- 1** Discovered Emma's issues arose from a misconception about empathy and rapport.
- 2** Reshaped her understanding of empathy through mindset coaching.
- 3** Helped her learn to express her concerns assertively to her trainer and manager.

In short, the process helped her understand that self-evaluation of her actions, feelings, and thoughts was key to improvement.

The Result:

Emma saw these changes:

- Better relations with her trainer and manager.
- Decreased workload due to clear client boundaries.
- Enhanced customer satisfaction from focused service.
- Took ownership and started enjoying client interactions.

"I feel much more confident. I went from having the worst customer service on the team to winning the annual Customer Service Excellence Award."

Would you like us to help you boost your performance, too?

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