



Embrace Your Potential

Avy Hattingh +27 31 0715311146

+27 31 0825501462

'Embrace Your Potential' is pleased to add four more avenues to their already successful coaching and life skills programme. We are not labour brokers but rather authors, moderators and intermediaries with backgrounds in life coaching and psychology who will impartially analyse and provide feedback as to areas requiring attention in both personal and business alike.

1. *What could be improved within your organisation that you are not aware of?*

It is safe to say that there are aspects within every business (hotel, cafe, eatery etc.) that can be improved upon. Often this is only possible when an outsider analyses the inner logistics, presentation and service delivery. It also frequently eliminates political interferences, bias and familiarity that is recurrently associated with internal investigations.

It is the small contemplated issues that make the difference between an exclusive upmarket encounter that will be remembered as opposed to merely receiving a mediocre experience. Remember the devil is always in the detail! This will range from examining the lower levels of employment all the way up to management alongside inspecting the maintenance of all furnishings, equipment and overall presentation.

Allow us to anonymously visit your service driven industry as a patron and provide you with comments regarding areas that may require improving. I can almost guarantee we will unearth legitimate shortcomings that your staff have overlooked or haven't been sufficiently schooled in and which will make your customers visit far more enjoyable. All of which will stand you apart from everyone else.

2. *Employee happiness and awareness as to requirements and customer service is key to a productive organisation*

1. How well do you authentically understand your work force and are there buried concerns lying suppressed in someone's personal life or at their place of employment that you are unaware of?
2. When was your last resignation, warning letter or disciplinary and are you conscious of the legitimate reasons behind this?
3. Could these have been avoided? Was this absolutely necessary and does it serve a purpose or conversely establish a festering dislike and resentment that undermines work ethics, loyalty and a bona fide reason for an employee to arrive every morning at work?
4. Are you inadvertently utilising a stick as opposed to a carrot (and sincere care and appreciation) towards your employees? As the psychologist Abraham Maslow once said 'If we view all problems as nails then the only solution is a hammer'. Having said this, on the flip side of the coin, it likewise only takes one bad apple to tarnish the entire box. Similarly there most certainly has to be reciprocal effort and dependability from staff.

Our Suggestion:

Let us assist in determining the level of happiness within your organisation/branches along with establishing where perhaps areas exist that may be improved as to relationships which in turn if ignored, all undoubtedly impinge output. Depending on the size of your business we will interview either a select grouping or all employees at every echelon, posing pertinent

questions as to their contentment, areas of unhappiness, methodology of addressing issues, training and what perchance requires attending to. In return we will provide confidential feedback which can either be utilized or discarded. At the very least, you will nevertheless be aware of issues that otherwise may never surface.

Often having an independent mediator (as opposed to internal bureaucratic and often unfriendly, intimidating chains of command) attend to reservations precludes staff from feeling threatened or victimized. The same applies to areas that require attention.

3. Dealing with work place rudeness:

This interactive worksheet course takes employees; especially those involved with customer service through a process of understanding why a customer is unhappy. It provides reasons, often those hidden behind someone's exterior and may include financial issues, abuse and ill-health to name a few. It emphasizes the need for empathy alongside building rapport and that rudeness is nothing personal. How one responds, together with the tone of voice, eye contact and choice of words all determine whether a situation is inflamed or moderated.

We are available to facilitate this; however we do provide a master copy with all answers, prompts and examples of case studies for you to conduct this on your own should this be preferable.

4. Understanding HIV/AIDS

This fascinating topic although being around for some time, is still largely misunderstood even by facilitators where the fundamentals are more often than not lacking. This short morning course run by a microbiologist and author on this topic provides interesting knowledge around the fundamentals of HIV/AIDS.

The opportunity to have your branding on the cover is offered making this a personalized give away or item to distribute of special occasions or during internal training. Minimum order applies.

Excerpts of this book available under the respective link on:

www.pagesofdiversity.com

[An example of many of questions we cover:](#)

What is the difference between a virus and a bacterium and why can't the former be treated with antibiotics?

Why does the virus have spikes?

What are antiretrovirals and how do they work?

What is a CD4 cell?

Why can't mosquito's transmit HIV?

We also offer confidential testing and counselling as regards HIV/AIDS. We are based just outside Durban KZN however we also travel.

We look forward to hearing from you

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