

Service

'Pure: Awesomeness'



1928

Emotions



Influence

Steady

95%

Direct

Like People

Conscious

Persuasive

Process



Prioritisation

Language



Customer needs & wants ^{Tyros}

* Listen! Engaged!

* Take action (Care to prepare!) ①

* Thorough! In understanding

* follow up! ('1,200' Themes) R
R

* What's important!

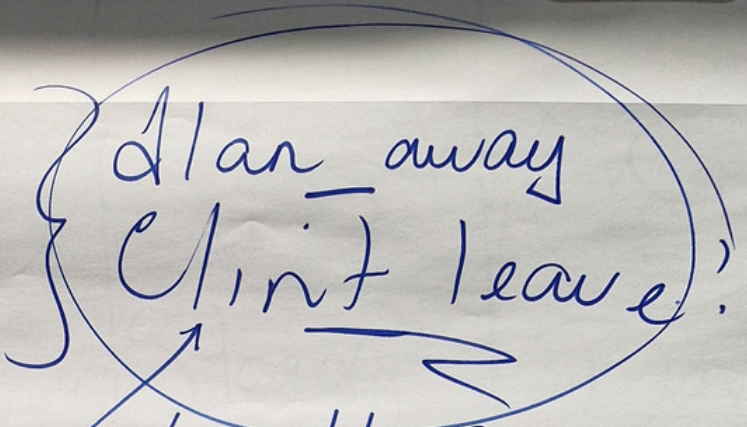
Prioritise

o o o (Prioritise)

(ESP)

Why Green!

- Team work
- Busy
- Supporting each other



Blake

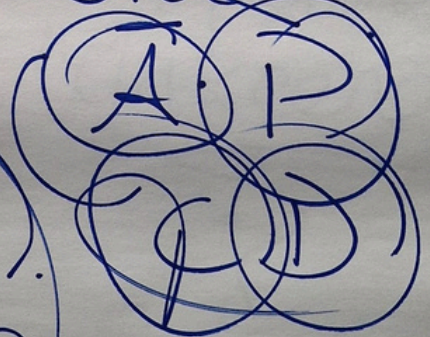
Need to train up!

Knew roles

Nicky

People stepped up!

Nick

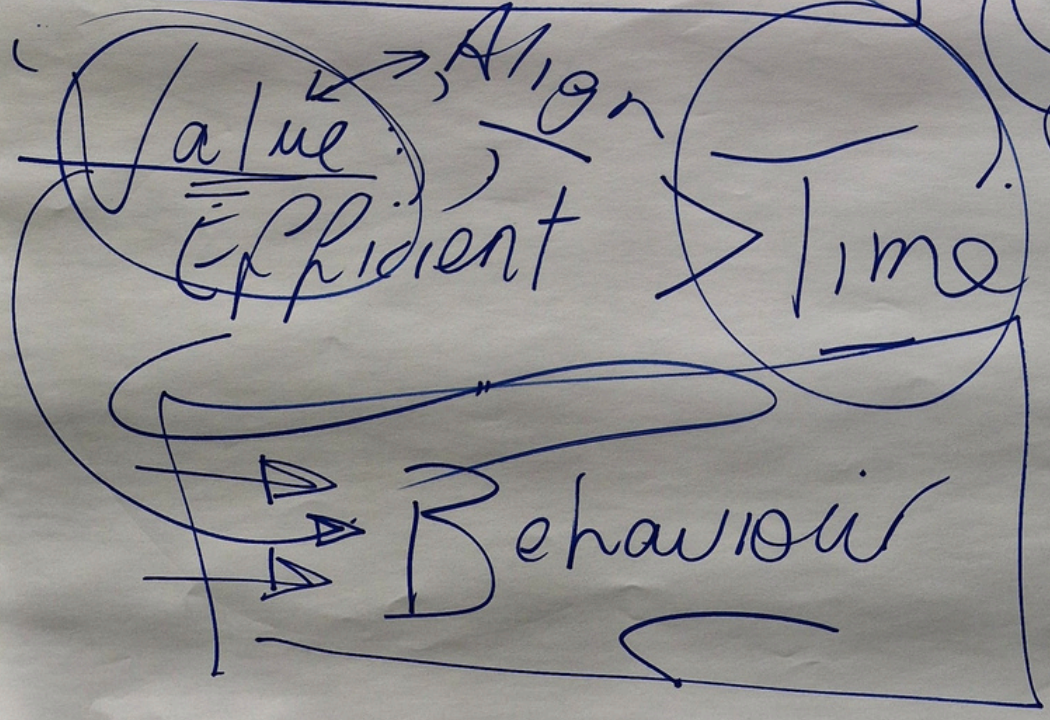


Value Efficient

Align

Time

Behaviour



D

I

S

C

④

Direct
↑
Leaders

Influence
AG

'Steady'
Team
Workers

Data
Detailed

1928.
(WW)

FITP > Makenna
Makenna
Makenna

- Listen for details
In their words

Write - R/R

Action: on their concerns

Review & see change

Prime

Efficient - time

T S L L

Feel Safe

Recognised

Supported

Valued

Care - Time

1:200

1:1

Themes

Calendar

Prioritise

Cust.

Stream

Organised

Own Time