



A BPP/WellBeing At Work Workshop for Managers

THINK! SERVICE

Engage for Healthy Profits
How Effective Employee WellBeing and Engagement
Leads to Superior Customer Service

WEDNESDAY, 18TH SEPTEMBER 2013

Pomme d'Or Hotel, St Helier

5.5 CPD Hours

**WELLBEING
AT WORK**
Creating positive working environments



BPP
PROFESSIONAL
EDUCATION



The essential management course for inspiring superior customer service.

"The single most important thing to remember about any enterprise is that there are no results inside its walls. The result of a business is a satisfied customer."
Peter Drucker

To deliver superior Customer Service, it is vital for your people to have energy, and to have energy, they need to be motivated, inspired, healthy and fit to do the job. The value to the bottom line of effective employee wellbeing is being increasingly recognised in many organisations. Its correlation with productivity, effort, concentration, absenteeism and staff turnover attracts close attention from industry leaders, academics and economists.

'Think SERVICE' will demonstrate its clear correlation with customer service, and provide practical guidance for delegates to work with, whether business owners or managers, providing tools and mechanisms to make a difference.

"You really hit the mark with this ... the course was amazing. The whole structure and content was excellent ... we felt totally engaged throughout the entire day ... I would recommend it to absolutely everyone!"

Feedback from the BPP/WellBeing At Work VOICE: Getting Heard seminar held in June 2013



Beverley Le Cuirot

Beverley holds the IoD Diploma in Company Direction; is a Chartered Marketer; has served as Director and Head of HR, Training and Change Management for Standard Chartered Bank Jersey; and subsequently trained as a Life Coach. In 2008 she established Immediate Impact Limited, which she continues to run alongside WellBeing World.

Our Speakers



Ian Lucas MCFM

Ian Lucas manages the BPP non-exam based programmes which are aimed at developing the knowledge, skills and performance of managers and staff in a range of technical and 'people' skills. He has a wealth of industry experience, including Training Manager for a leading national retailer with more than 1,100 employees throughout the UK, which he combines with practical, positive and motivational training skills.



Lincoln Miles

Lincoln has a degree in drama and has been an actor, singer and dancer in front of many large audiences. He has also been an auditor and fraud investigator – attending many very contentious client meetings. He has been a presenter and trainer for over 12 years in the finance industry. Lincoln will share with you his practical tips for coaching the best service standards out of your team.



Fran Bisson MCFM

Fran specialises in Personal Effectiveness and Management Development programmes on a public basis and also tailored, in-house programmes to meet individual client objectives. She previously worked with BPP, following 20 years with Barclays where she worked in Training & Development. Her current area of interest is coaching and she is also a Neuro-Linguistic Practitioner.



Peter Mac Cognitive Hypnotherapist

Peter trained at the Quest Institute at Regents College, Regents Park, London to become Jersey's first Cognitive Hypnotherapist. Since then he has helped hundreds of people be at peace with a huge variety of problems. He is a registered member of the NCH (National Council for Hypnotherapy) & the CNCH (Complementary & Natural Healthcare Council).



Claire Boscq-Scott

Claire has more than 20 years' experience in the Hospitality and Tourism industry. Always fully committed to standards, customer care, service delivery, service excellence and hotel management, she set up 'CBS 4 Star Services', in 2009, specialising in Mystery Shopping, Service Management, Customer Service Training, and Market Research, to help businesses provide a professional and committed service. Claire is a Member of the Mystery Shopper Providers Association.



Julie Todd

Julie is the founder and driving force behind the Annual Jersey and Guernsey Customer Service Awards, designed to recognise those who go that extra mile in customer service, day-in and day-out. Supported by the Chamber of Commerce and leading business experts, the Awards raise the profile of good customer service in the Islands and reward those exceptional individuals for whom offering great customer service is second nature.

The Programme



8.30am – 9.00am	Registration Tea/Coffee on Arrival
9.00am – 9.05am	Welcome and Introductions <i>Beverley Le Cuirot</i> Founder & Director, WellBeing World
9.05am – 9.45am	The Business Case for Great Customer Service Creating a Culture where the Vision can become Reality Role Modelling from the Top Down <i>Ian Lucas</i> , Professional Development Programme Leader, BPP
9.45am – 10.30am	Why Employee WellBeing Matters Too Tired to Serve Fatigue, the Enemy of Creativity, Memory and Service Why Employee WellBeing is Essential to Superior Customer Service <i>Lincoln Miles MD</i> : Miles Professional Development
10.30am – 10.50am	Morning Coffee Break
10.50am – 11.30am	Helping Them to Help Themselves Help Your People Feel More in Control 10 Step Anti-Stressors for the Sake of Your Customers <i>Lincoln Miles, MD</i> , Miles Professional Development
11.30am – 12.30noon	Filters: It's All About Perspective How Many Customers do you have? Seeing it from the Customer Point of View (Case Study) <i>Fran Bisson</i> – Senior Trainer, Immediate Impact
12.30 – 1.30pm	Healthy Lunch
1.30pm – 2.15pm	How to Help Your People Deal with Differing Customer Groups, Needs and Expectations Confidence to be Themselves Maintaining Successful Rapport Different Personalities: In Service and Being Served <i>Peter Mac</i> , Cognitive Hypnotherapist
2.15pm – 2.45pm	Essential Measurement and Insight Mystery Shopping, Focus Groups and Market Research <i>Claire Boscq-Scott</i> , The Queen Bee of Mystery Shopping, CBS4StarServices
2.45pm – 3.00pm	Tea Break
3.00pm – 3.30pm	The Jersey Customer Service Awards 2013 Still time to nominate for this year's Jersey Awards until Friday, 27th September 2013 The Inside Track on What Makes a Winner <i>Julie Todd</i> , Todd & Associates, Organiser of the Jersey & Guernsey Customer Service Awards
3.30pm – 4.15pm	Practical Solutions for Managing for Great Customer Service Engaging Your People in the Vision Empowering Employees to Deliver Coaching Your Team to be Attentive <i>Ian Lucas</i> Professional Development Programme Leader, BPP
4.15pm – 4.20pm	Summary and Close <i>Beverley Le Cuirot</i> Founder & Director, WellBeing World

To Book Your Place

Please complete the form overleaf.

Individual tickets are £195 each.

Book 5 tickets or more £175 each; 10 tickets or more £150 each.

Includes Refreshments on Arrival, 2 x Tea/Coffee Breaks, and a Delicious Hot and Cold Buffet Lunch.

5% GST to be charged, as applicable.

About us



**WELLBEING
AT WORK**
Creating positive working environments

WellBeing World was established by Beverley Le Cuirot in 2011 to promote the Island's wellbeing capability and to facilitate the provision of physical and emotional wellness to people in need. It now represents more than 90 wellbeing service providers, primarily local Channel Island businesses, specialising in a range of health and wellbeing services, including:

- Executive coaching and life counselling
- Healthy work and home environments
- Ergonomics and chiropractic
- Sport and fitness training
- Nutrition
- Complementary therapies and healing
- Health and beauty
- Wellness spas and speciality travel

Through its WellBeing At Work platform, it has created a package of services specifically designed to support HR and other senior managers with their efforts to contain costs, maintain customer service standards, retain talent and manage absence. High levels of psychological wellbeing amongst employees has shown to lead to lower absence levels; attraction and retention of talented people; and more satisfied customers, clients and service users.

The WellBeing At Work approach involves an in-depth review of your work environment and practices, in association with specialists in appropriate fields of expertise. WellBeing World provider services can be used for incentive and reward; to create a healthy work environment (both physical and emotional); to reduce stress and to manage absence.

www.wellbeingworld.je



BPP
PROFESSIONAL
EDUCATION

The BPP group of companies is one of Europe's leading providers of undergraduate and postgraduate degrees, professional qualifications, professional development (including Continuing Professional Development) and published learning materials to support professional learning. Formed in 1976, BPP has its roots in accountancy training. In 1993 the BPP Law School was formed and in 2007 was granted degree-awarding powers by the UK's Privy Council. Since then, BPP has grown to embrace exam and non-exam based training for a range of professions, including Finance, Law, Business, and Health.

In 2010 BPP University College became the first UK private sector organisation in over three decades to be recognised as a university college by the UK Government. Today it comprises four schools (BPP Business School, BPP Law School, BPP School of Health, and BPP School of Foundation and English Language Studies); employs around 2,000 staff and is based in over 40 locations worldwide. The BPP School of Health provides the practical skills and knowledge needed for a professional healthcare career.

In Jersey and Guernsey, BPP trains business professionals throughout their careers. Training at BPP begins with professional qualifications such as ICAEW, ACCA, ICOSA, FIA and a variety of investments based programmes, then moving on to post qualification training to meet the CPD requirements of the professional bodies. Business professionals then develop their skills set further with training in Essential Business Skills to manage people, teams and themselves in the professional working environment.

www.bpp.com/jersey

Booking Form

Please contact WellBeing World by
Wednesday 11th September to secure your booking.

Person Completing this form

Position	Organisation	Tel	Email
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Attendee Name: Please provide this information for all attendees

Special Dietary Requirements

Position	Organisation	Tel	Email
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Please send your completed form to: **WellBeing World, Cape Villa Business Centre, La Rue de la Forge, Grouville, Jersey JE3 9BH**
with a cheque for full payment made out to 'BPP (CI) Limited'.

Alternatively, if you require an invoice to raise payment, please send your completed form to secure your place(s) and request we send you an invoice.

Cheque attached / Please invoice me*

*Please delete as appropriate.

For further information please email beverley@wellbeingworld.je

Cancellations

If a booked delegate needs to cancel, the following policy will apply:

14 days or more in advance, no charge/full refund

7-13 days in advance, 50% charge

Cancellations less than 7 days in advance, no refund

Delegate name changes will be accepted at any point up to the start of the workshop, free of charge.