



Exceptional Leadership Makes Sense

A practical, fun, thought provoking leadership development programme with clear measurable outcomes.

Your customers are critical to the success of your business 

When it comes to turning customers into loyal, active promoters of your business, your people are your greatest asset 

If these statements make sense to you and you want to achieve continuous improvement in both customer and team experience, Zest for Life's leadership development programme can help to refocus you and your people.

When leaders and their teams live the principles of *Exceptional Leadership Makes Sense*, over time, organisations can achieve improved business results.

“The programme opens your eyes to perspectives you’ve never considered.”

Delegate feedback

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“Makes you aware of how you behave as a leader.”

“Well researched, tried and tested methods. Interactive training that motivates the whole team.”

“Amazing programme, empowering and made me more aware of who I am professionally; my strengths and weaknesses. I am a better manager thanks to this training. Thank you.”

Programme content

 6 DAYS FULL OF INTERACTIVE LEARNING

 A MIX OF OPEN AND FACILITATED DISCUSSIONS, GROUP ACTIVITIES AND PERSONAL REFLECTION

 BRING YOUR VISION AND VALUES TO LIFE

1 LEADERSHIP LEGACY

Are you a trustworthy leader?

Learn how to build your reputation as a leader, deliver results and encourage strong team performance.

2 CURRENT REALITY

How are you actually doing?

Consider the basics of effective communication and successful ways of sharing relevant information.

3 FOCUS ON YOUR CUSTOMER

The fundamentals of exceptional customer service

How building an engaging and emotional connection with your customers drives loyalty and improved all round results.

4 FOCUS ON YOUR TEAM

Be clear about what you're striving to achieve to build your reputation as an employer

How to support, guide, and enable your team with every conversation.

5 KEEP ON TRACK

Ensure the whole team is focused on clear outcomes

Learn how to create positive environment where feedback is valued and contradiction is recognised.

6 BE EXCEPTIONAL

Identifying what good looks like and how to upgrade performance

Using measurement to keep you and your team focused on continuous improvement and delivering improved results.

To discover more...

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