

## The impact of self esteem on customer service

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### Learning outcomes:

Discover how self esteem is communicated and the impact to the customer

### What you will need:

- Handout 8 – The impact of self esteem on customer service
- Handout 9 – How self esteem affects our responses
- Handout 10 – Causes of low self esteem and what we can do

### Content and suggested timings:

The impact of self-esteem on customer service 30 mins

**Total duration:** 30 mins

## The impact of self esteem on customer service

In module two we included self esteem on the pyramid of the essential ingredients for great customer service. Building on what we have just looked at, here is another diagram that brings into focus the impact our level of self esteem can have on the way we deliver customer service.

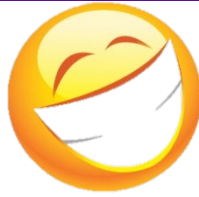
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The diagram on page two is included on **Handout 8** – the impact of self esteem on customer service. Ask delegates to take a few minutes to look through the diagram, and then share as a group what they think the diagram means.

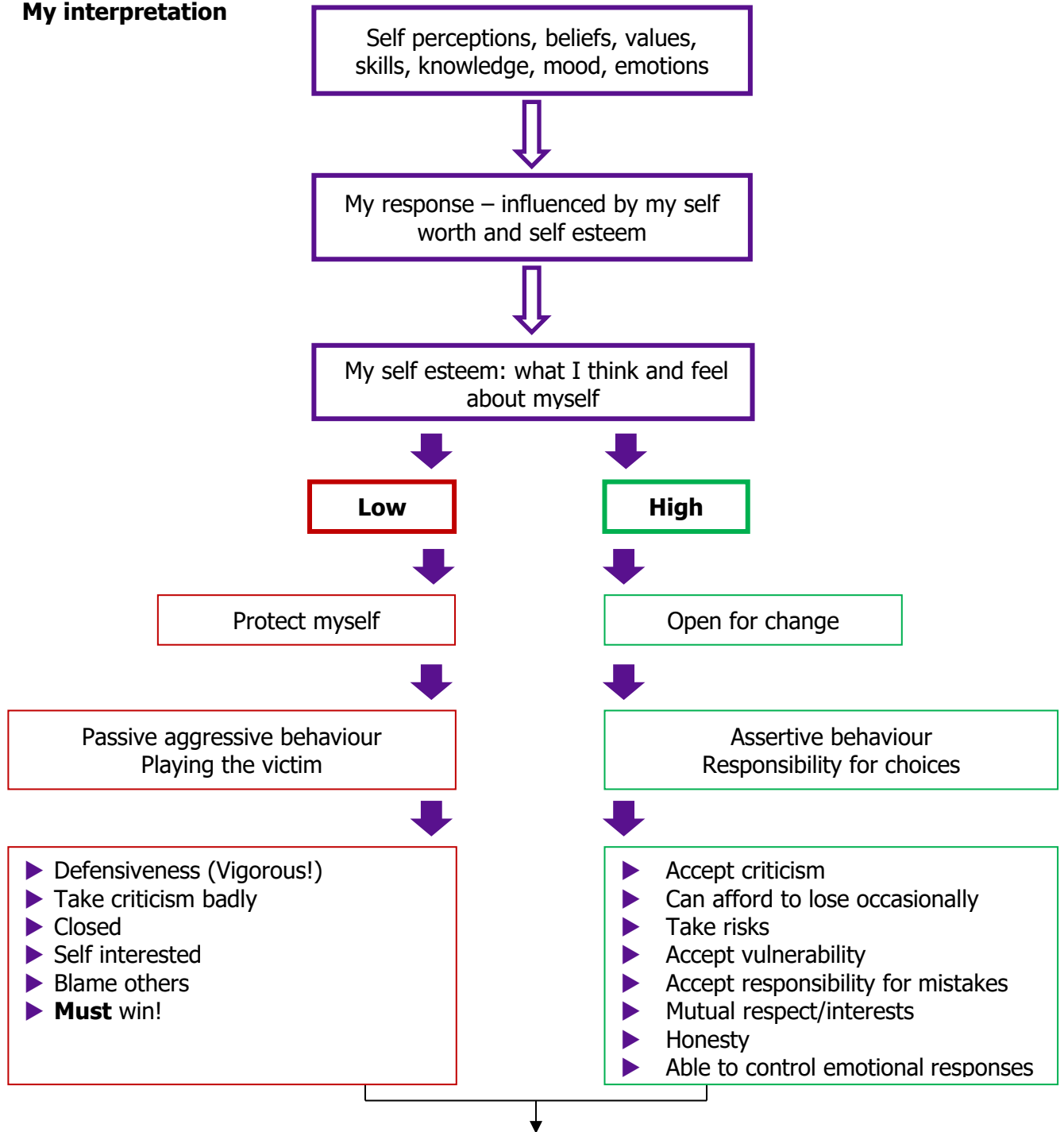
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An 'event' with a customer



My interpretation



What the customer sees/experiences