

...Quality plumbing and heating

Dale Carnegie Testimonial

When the flyer came through the door I nearly threw it in the bin but briefly read what it said and it grabbed my attention as most of the topics covered were the weakest areas of my business.

I run a plumbing and heating company and have been trying to make a success of it for 11 years, 9 ½ with a business partner and 18 months as sole director. I've always been good with people and communication but over the years have realised there are big bits missing.

I have in this last 12 months expanded the company from 2 full time employees to 6 full time and 2 contract employees. I honestly believe this would not have happened in the same way or possibly at all if it wasn't for the leadership training course.

I was anxious coming on the course because I knew that the majority of people attending would probably not be in the building trade! But I also knew that I needed these skills to make a success of myself and my company and did not know who to ask to give me direction and advice.

It was money well spent believe me! Some of the topics covered in the course are so valuable that I found myself hanging on every one of Richard's words trying to extract as much as possible from him.

The way it is structured and the way we all interacted as a group right from the start builds confidence from the beginning and to see the difference in myself and others from the start of 8 weeks to the end really is amazing.

The biggest things I gained were the 'how to be a good leader' processes which after being on the course make perfect sense but not things that you would do consistently.

An example is from the Dale Carnegie Golden rule book which states 'make other people feel important'. All my employees feel important and in some way a major piece of my company's vision and direction.

It feels like cheating, it's not – it's just good people management and it takes more stress away from me knowing that my staff know what their job roll is and that they are happy.

Building motivation, confidence and energy throughout your employees leads directly to employee retention which leads to client retention which in turn helps grow your company in a controlled way.

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This is very important in my business as in plumbing you can lose customers just as quickly as you can create them and generally go round in circles (like my first 9 ½ years).

There is a lot to learn but you take out the bits you need right away and the rest comes gradually; as you start implementing new things you can consult your notes.

I've got more belief and confidence than I've ever had & the decisions I've made recently would of scared the life out of me 2 years ago.

I honestly believe you can't fluke it.

Thank you to Richard Marsh and Bill for putting me on the right track.

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