

The world-renowned tool that enables managers and their team members to make the most of their individual service personalities to maximise their organisation's service experience.



service animalsTM

BROUGHT TO YOU BY TMI

An introduction to Service Animals™

You know what people like to say... 'we're only human!' Well, at TMI we beg to differ. We like to think that we all have an inner-animal that shapes how we communicate and therefore the service we give to each other and most importantly our customers.

These animal instincts, our service personality, can make or break a Moment of Truth with our customers. The good news is, by understanding our orientation a little more, we can build on our inherent strengths and make up for any short-comings, developing altogether better customer relationships – even those that only last for a matter of minutes.

So, in a nutshell, TMI's Service Animals™ enables individuals and teams to understand their service personality and learn to maximise the effectiveness of this especially when dealing with customers (and colleagues) with different personalities.

Based on decades of Jungian research, honed by years of global implementation, Service Animals™ is an individual and management tool that is solid, sticky and sustainable.

Try out a short animals questionnaire at www.tmiserviceanimals.co.uk

What's your Service Animal?

Our research shows that when it comes to service orientation, we are likely to be one of 4 primary types.



Panther: A Panther's service is fast-paced and efficient. They can though, at times be a little brusque, possibly even impatient.



Peacock: A Peacock is the life and soul of a service organisation – chatty and colourful – a real character. One word of caution, they are not always the world's greatest listeners!



Dolphin: Dolphins just love looking after people. They are the ultimate care-givers. Nothing is too much trouble. But Dolphins find potential confrontation really challenging so sometimes will avoid dealing with complaints promptly.



Owl: An Owl is fantastic at the detail. They will give specific and accurate information to their customers. Sometimes though they can appear a bit distant and possibly lacking some pace.

Four easy steps

Your team can improve how they communicate with your customers (and each other) in 4 easy steps:

- 1** Each team member completes a questionnaire online.
- 2** Within 24 hours, each team member will receive a report of their personal style, highlighting strengths and providing tips for how they can improve the service they provide to their customers.
- 3** When all team members have completed their questionnaire, the team manager receives a full team report highlighting strengths and challenges across the team and work-based tips to learn how to coach and manage this team to maximum effect.
- 4** The whole team can then experience a face to face or virtual workshop to build on strengths and drive improvements in a highly-energising and upbeat way.

The numbers

Give us a ring on +44 (0)1926 833027 to put together a package to suit you. In the meantime here are some combinations to help you get a general idea.

Scenario 1 / One team of up to 12 members and 1 manager

- 12 individual reports
- One overall team report for the manager
- One 3-hour virtual team session for the whole team

£1,330

Scenario 2 / Three Teams of up to 120 members & 3 managers

- 120 individual reports
- Three separate team reports for the managers
- Three 3-hour virtual team sessions (one per team)

£5,250

Scenario 3 / Twenty teams of up to 400 members & 20 managers

- 400 individual reports
- Twenty separate team reports for the managers
- Twenty 3-hour virtual team sessions (one per team)

£29,000

To find out more please visit www.tmiserviceanimals.co.uk where you can find out your own animal instinct! Then email us on serviceanimals@tmi.co.uk or give us a ring on +44 (0)1926 833027 and we can talk turkey, oops - we mean panther, or peacock, or owl, or dolphin!

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