

**John Mihill**

***Customer Service Specialist***

***GoodBoss***

***Helping you become the best boss you can be***

**RONSEAL<sup>®</sup>**

Does exactly what it says on the tin<sup>®</sup>

**Dixons**

THE WHITE COMPANY  
LONDON

**T·M·LEWIN**

HEAL'S



**Culture is a little like  
dropping an Alka-Seltzer  
into a glass - you don't  
see it, but somehow it  
does something.**

QUOTEHD.COM

**Hans Magnus Enzensberger**

German Author

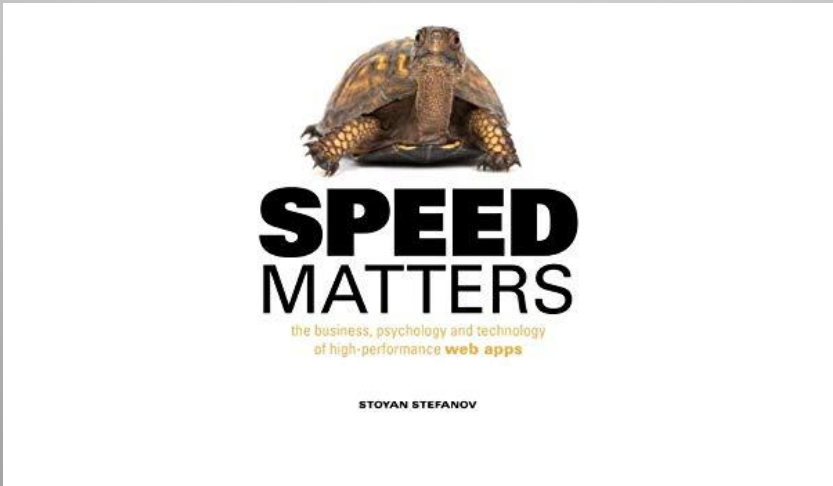
***If you want someone to do a great job..... give them a great place to work***

***“Would you tell me, please, which way I ought to go from here?”***

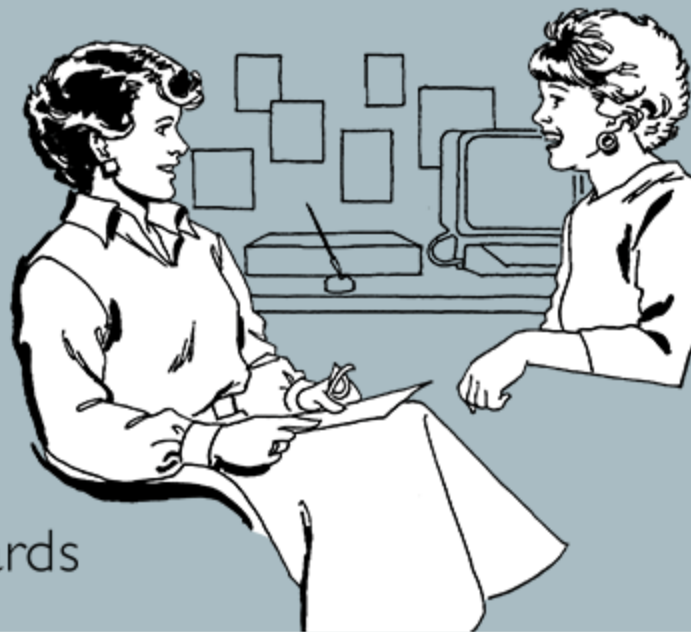
***That depends a good deal on where you want to get to.***

***I don't much care where.***

***Then it doesn't much matter which way you go”***



I don't think of you as a  
coworker because you  
never do any work.



someecards



**It's not that  
I'm lazy, it's  
that I just  
don't care.**



*Office Politics Quotes*  
[www.geckoandfly.com](http://www.geckoandfly.com)



# Staff Ache



**Help them leave**

**27,000,000**

**Best person you have x 10**

**Don't hope, make a plan**

**Realisticly Patient**

I perform better under strict  
micromanagement,  
said no employee ever.



someecards  
user card

Fill out ur self evaluation so I  
can call u into my  
office and tell u  
how wrong u r.



your  cards  
someecards.com



# The Nuggets

**Recruitment never stops – Is she a Lucy?**

**Help staff leave & Never promote someone because they're bored**

**Speed matters as much to your team as your customers**

**Give your customers the chance to praise your team**

**Explain and include them in the journey**

**Ensure they have their own journey**

**Be at your best when your busy**

**People judge you through the people you employ**

**Have Fewer Staff**

**Pay them more**

**= Less cost**

**Great Staff**

**Provide your customers a much better experience**

**= your job is SO much more enjoyable**

**Enjoy what you do & make some money**

***Thank you***