

# Winning for Customers

Providing excellent service is more important today than it ever was, and as we know the process needs to start in every company's top management. Which is why we are very pleased to announce that this week Mia Touzin Leffler visited Oslo for three long days working on Linda Ramberg and Kari-Anne Røisland's respective certifications.

Within a month's time both will be certified to coach future customers through the programme on HSMAI's behalf, with more coaches to come.

The updated programme that our certified coaches are to present to our customers has been made available here:

## Prepare to win (PowerPoint presentation)

Text continues under the picture.



The Service Pledge.

If you are interested in learning what this means, please do not hesitate to get in touch.

The certification process will be made available to others in London in the end of July. Please see this page:

[hsmi-europe.com/2017/04/27/get-certified-as-an-executive-coach-to-facilitate-service-pledge-workshops/](https://hsmi-europe.com/2017/04/27/get-certified-as-an-executive-coach-to-facilitate-service-pledge-workshops/)

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Have a great day!



Warm regards,  
Ingunn Hofseth  
President & CEO  
HSMIAI Region Europe

***Photo:** Workshop situation. Stock photo from PhotoAlto, digitally enhanced by HSMIAI newsdesk.*