

NEWSLETTER

August 2022 Issue



Tafari Consulting Int'l

Authentic • Dynamic • Transformative

Welcome to our first edition of the newsletter. We are excited to bring you on board as we share expert knowledge on various subjects. The articles are written by our very own TCI Consultants.

In this first edition, we look into Customer Service (Customer Experience), Agility in Leadership, Leading with Emotional Intelligence, Employee Engagement, and Employee Learning & Development.

In our subsequent editions, we will continue to bring you articles that will add value to your organizations and personal growth. We encourage you to share the newsletter with your friends and colleagues to spread knowledge and value. You can choose to subscribe to this newsletter and we will drop it every month into your inbox.

Happy reading!

Betty Wababu
CEO/Chief Trainer

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A photograph showing two people in business attire leaning over a table. One person is holding a black pen and pointing at a document with various charts and graphs. The other person is pointing at a different part of the document. The document includes a bar chart with '80%' and 'COMPETITIVE ANALYSIS' visible, and another chart with a wavy line. The background is slightly blurred, showing a patterned wall.

01. CUSTOMER SERVICE (CX)

Customer Service is one of the most important aspects of any business. It is the frontline of any company and it is where the customer's first impression of a business is formed. Good customer service can make a customer feel appreciated and valued, while bad customer service can make a customer feel angry and frustrated.

Customer service is important for a number of reasons. Firstly, it helps to create a good reputation for a business. A good reputation attracts new customers, while a bad reputation can drive customers away. Secondly, customer service helps to increase sales. When customers are happy with the service they receive, they are more likely to buy from the company again. Thirdly, customer service can help to resolve complaints. If a customer is unhappy with a purchase, the customer service team can help to resolve the issue.

Customer service is a vital part of any business and it should be given the importance it deserves. Employees should be trained in how to provide good customer service and businesses should make sure that their customer service policies are up to date. By providing good customer service, businesses can create happy customers who will return again and again.

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02. AGILITY IN CX

Agility in CXP is the ability to quickly and efficiently respond to customer inquiries and complaints. It is the ability to be nimble and change direction as needed in order to provide the best possible customer experience.

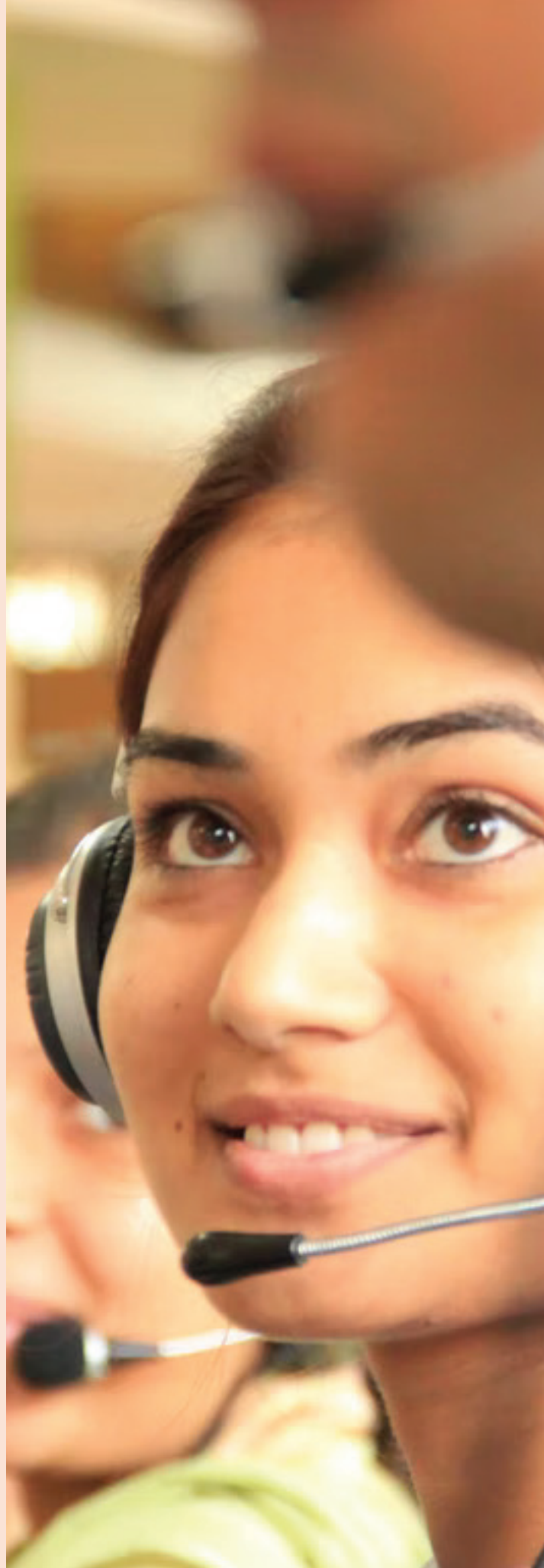
Agility in customer service is important because it allows companies to be responsive to the needs of their customers. Customers want to be able to get help when they need it, and they want to be able to resolve any issues or complaints quickly. Agility allows companies to be responsive to customer needs, and it helps them to build customer loyalty.

Agility also allows companies to be flexible and adapt to changes in the market. The needs of customers can change quickly, and companies need to be able to respond to those changes. Agility allows companies to be agile and to change direction as needed in order to provide the best possible customer experience.

Agility is also important because it allows companies to be efficient. Companies can't afford to waste time responding to customer inquiries and complaints. Agility allows companies to be efficient and to get the most out of their customer service operations.

Agility is important for companies of all sizes. No matter how big or small a company is, it needs to be able to respond quickly to customer inquiries and complaints. Agility is essential for companies that want to be successful in the competitive world of customer service.

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03. AGILITY IN LEADERSHIP

Agility in leadership is the ability to change and adapt quickly to the ever-changing demands of the business environment.

In today's rapidly changing business environment, agility is essential for leaders to be successful. The ability to change and adapt quickly to the ever-changing demands of the business environment is what separates successful leaders from the rest.

Agility is not only about being able to change quickly, but also about being able to change in the right direction. A leader needs to be able to read the ever-changing environment and make the necessary changes to stay ahead of the competition. It is also about being able to adapt to changes in the marketplace. A leader needs to be able to identify changes in the marketplace and adapt the business strategy to take advantage of those changes.

Agility is also about being able to adapt to changes in the workforce. A leader needs to be able to identify changes in the workforce and adapt the business strategy to take advantage of those changes.

Agility is also about being able to adapt to changes in technology. A leader needs to be able to identify changes in technology and adapt the business strategy to take advantage of those changes.

The bottom line is that agility is essential for leaders to be successful in today's rapidly changing business environment. Leaders who are agile can change and adapt quickly to the ever-changing demands of the business environment and stay ahead of the competition.

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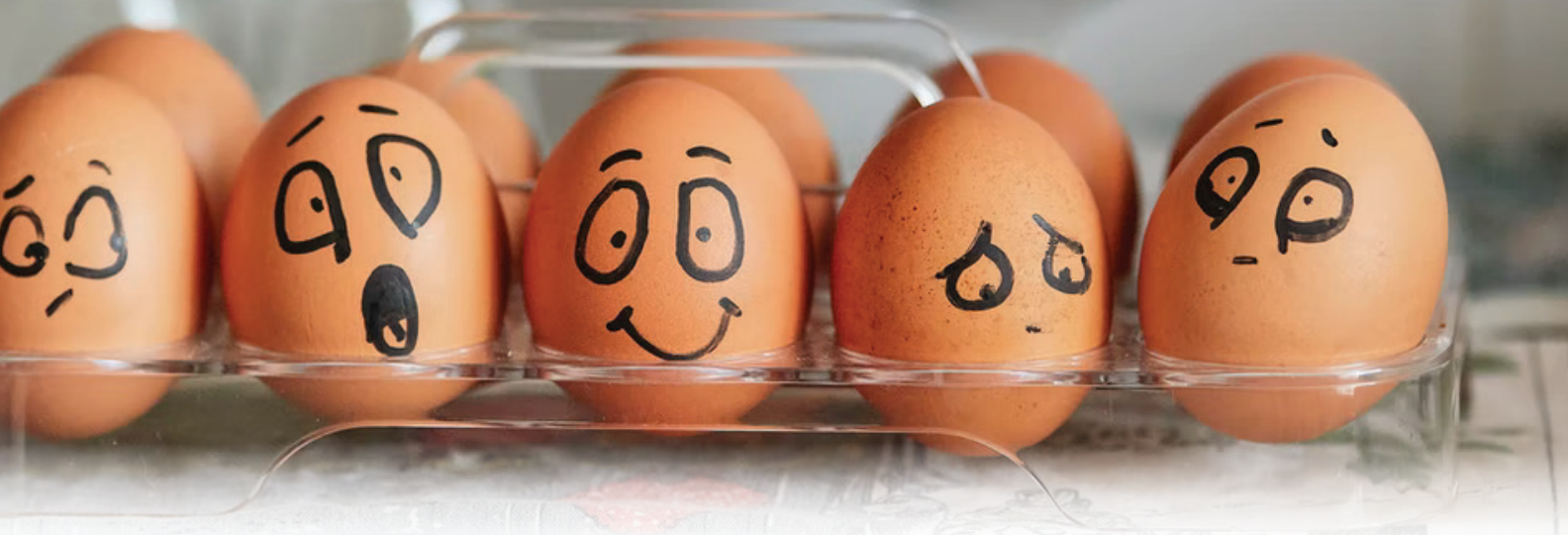
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04. LEADING WITH EMOTIONAL INTELLIGENCE

EQ is a term that is used to describe the ability of a leader to be in touch with their own emotions and the emotions of their followers. Leaders who are emotionally intelligent are better able to create a positive emotional environment for their followers, which can lead to better performance.

There are a few key things that emotionally intelligent leaders do to create a positive emotional environment. Firstly, they are good at managing their own emotions. They are able to stay calm and in control during difficult situations, and they don't let their emotions get in the way of their decision-making. Secondly, they are good at reading the emotions of their followers. They can sense when someone is unhappy or stressed, and they know how to respond to these emotions in a way that makes people feel supported. Finally, they create a culture of openness and honesty. They encourage their followers to share their thoughts and feelings, and they don't shy away from difficult conversations.

So why is emotional intelligence such an important leadership attribute? Well, research has shown that emotions can have a profound impact on performance. In a study by the Harvard Business Review, it was found that emotions can account for up to 90% of the variance in performance. This means that if you want your team to perform well, you need to create an environment where people feel positive emotions.

So how can you become an emotionally intelligent leader? Well, there is no one-size-fits-all answer, but here are a few tips:

- ✓ Manage your emotions.
- ✓ Be aware of the emotions of your followers.
- ✓ Encourage openness and honesty.
- ✓ Be patient and understanding.
- ✓ Be a role model.

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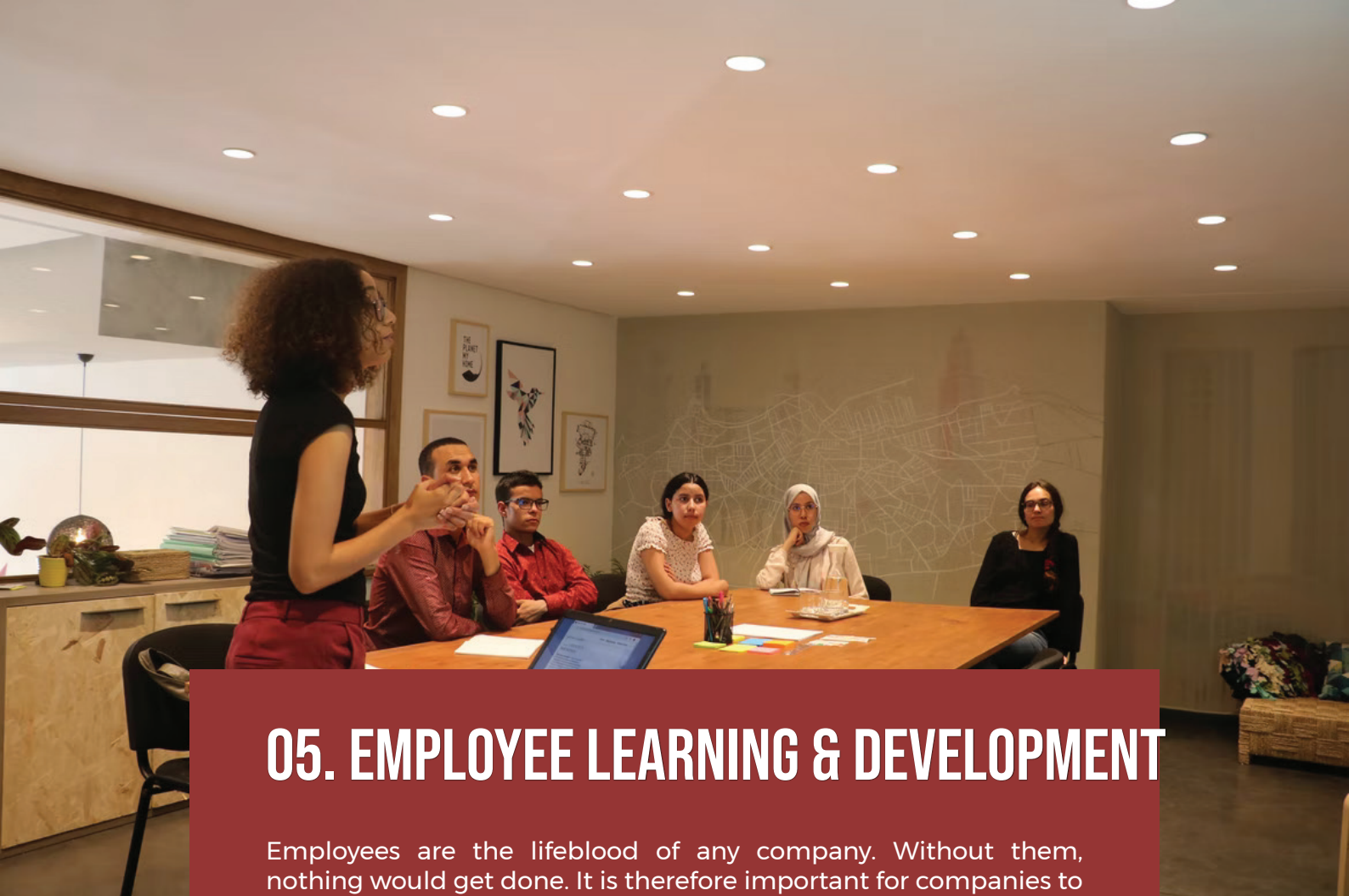


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05. EMPLOYEE LEARNING & DEVELOPMENT

Employees are the lifeblood of any company. Without them, nothing would get done. It is therefore important for companies to invest in their employees' development. This means ensuring that employees have the opportunity to learn and grow both professionally and personally.

One way companies can do this is by providing employees with access to training and development programs. These programs can help employees learn new skills, stay up to date with current trends, and develop their personal and professional networks.

Another way companies can help employees grow is by providing them with opportunities to take on new challenges. Giving employees the opportunity to stretch their skills and try new things can help them learn and grow.

Finally, companies can also help employees grow by creating a positive, supportive work environment. This includes providing employees with feedback and coaching, and giving them the opportunity to share their ideas and contribute to the company's success.

By investing in employees' development, companies can help them reach their full potential and contribute to the company's success.

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06. EMPLOYEE ENGAGEMENT

Employee engagement is one of the most important factors in the success of any company. Engaged employees are more productive and more likely to stay with the company, reducing turnover costs. There are many ways to engage employees, from offering flexible work arrangements to providing opportunities for training and development.

One of the most important things a company can do to engage employees is to make sure they feel valued. Employees want to feel like their work is important and that they are contributing to the success of the company. Managers should take the time to listen to employees and acknowledge their contributions. Employees should also be given the opportunity to provide feedback on their work and the company.

Employees also need to feel like they are part of a team. Companies should create a sense of camaraderie among employees by organizing team-building activities and providing opportunities for socialization. Employees who feel like they are part of a team are more likely to be engaged and productive.

Finally, companies should offer employees a variety of challenges and opportunities for growth. Employees who are bored or unchallenged are less likely to be engaged. Managers should provide opportunities for employees to learn new skills and take on new responsibilities.

Employee engagement is important for the success of any company. By offering employees a variety of challenges and opportunities for growth, companies can create a workforce that is engaged and productive.

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