

# Staffing, Customers, Buy-In

Our framework for training and development provides people with the knowledge, skills and attitudes to:

**Assemble and utilise resourceful staff by**

- Interviewing & selecting people in line with work requirements
- Taking time out to induct new people and existing employees into new jobs
- Promoting people based on their knowledge, skills and attitudes
- Planning, organising & delegating workloads that motivate people
- Taking action to discipline as appropriate

**Identify the needs, wants and expectations of internal and external customers by**

- Actively building relationships with internal customers
- Defining work requirements taking account of customer needs & expectations
- Identifying who the customers are and seeking to understand their requirements
- Actively building relationships with external customers
- Dealing with internal/external customer concerns

**Gain commitment or buy-in to business products and services by**

- Presenting themselves positively to others
- Using a variety of means to influence others
- Securing commitment to change through appropriate involvement of staff
- Striving to find win/win solutions that includes the needs of others
- Negotiating for resources in the light of wider priorities

*'The purpose of business is to create and keep a customer'.*

Peter Drucker

**framework**