



Thukhun Bulpite Tawh Kisai Hilhcianna



ii Manphatna Bulpite

Mipi &
Sepkhopna

Gualzawhna hong
pia Sepkhopna

Mailam Ding
Lamna



ii Manphatna Bulpite

Eite ii A Manpha Nasepte

Hamphatna lampite a bawl dingin eite i om hi. Ziate a kipei sak leh mite na a sem sak kikhelna tawh kisai ngaihsutnate tungtawnin eite' mipawlte, nasep pihte, leh tualsungte ading hamphatna lampite.

Mipi & Sepkhopna

Bitna masak — Kote in a thupite: mite leh ngaihsutnate ka kemcing uh hi. Kote in pumpi lam leh lungsim lam bitna a kipalsat thei lo munte ka lam uh hi.

Innteek lungsim guan — Pulakna khatciat kithupi sim hi. Mi khempeuh mun kipia hi. Kote in kibat lohnate zahtakin, muanna ka ngah uh a, mite in hong kimu, hong kiza leh hong kithupi bawl cih a phawkna mun ahi mipawlte ka lam uh hi.

Mainawtin khangto — Eite in i gualzo khawm a, i sin khawm hi. Kote in theihna hawmsawnin, siangtaken kizopna ka bawl uh a, ka kahtoh kawmun midangte zong ka lamto uh hi.

Gualzawhna hong pia Sepkhopna

A zang ding mite bulpuh — Customer-te tungah a piang phattuumnate in eite khentatna bawl ding khempeuh hong tawsawn hi. Sepkhiatna khempeuh leh tuahkhak khempeuh pen customer-te lungkim nading leh lapsang nadingin, a sung a pua, kibawl hi.

A hoihipen ding hanciam — “Hoih ta” cih pen eite kilam zia hi lo hi. Kicinna pen nisimin i zong a, tua zuihna pen eite hong tumdang sak hi cih ka thei uh hi.

Gualzawh matutna nei — Gualzawhna cihte ah a nei mi om hi. Khialhnate zong puah. Eite in eite' kampau kemcing, vaipuak la, gualzawhnate pahtawi-in khialh ciangin manlang takin i sin hi

Mailam Ding Lamna

Ngimna tawh kahto — Manlangtaken khangto. Teitakin khangto Mawhpauk la-in sauvei kimang takin eite i kahto a, tua kawmin hih mun ah eite hong tun lampi pen i kemcing hi.

Ngaihsutna thak tawh kipan — Hangsantakin ngaihsun. Manlangtaken lam. Haksatnate kantan. Eite in haksatnate pen gualzawhna ah, laih hi.

Kizentakin makaih — Manlangtaken pai. A manlang zawin sin. Eite in kikhelna pomin, tatsat lo-in i sittel a, i tha pen gualzawh nadingin i zang hi.

Bitna masak

Eite in mite, khuasung kiimlepamte, leh tualsung kipawlnate i kemcing—tawntung hi.

Bitna pen nasep manlanna, a beizah, nopna, leh na khempeuh tungah thupi sak

Midangte a lauhuai sak a bit lo dinmunte a om ciangin genkhia-in nasepna tawlna.

Bitna tawh kisai zuih ding thute zuihna leh midangte in tua bangmahin a hih nading thapiakna tawh bitna ding sem

Midangte in pulak thei leh lunghihmawhnate a genkhiat theihna phualte bawl.

Ngaihsutnate hawmsawn ding midangte thapia leh a hoih lam ngaihsut piak kikna leh a kibang lo muhziat thupi sim

Innteek lungsim guan

Mi khempeuh a kithupisimna mun kiimlepamte lam.

Pawl mite tawh kihotuah simin zahtakna leh huamkimna lak.

A kibang lo muhziat hoihtak zahtakin sep ngeina to nading lampite lawptakin zong

Mite in gen khiat ding leh ngaihsutnate hawmsawn ding in bit hi cihna a kihong leh a siang ngeina

Hanciamnate pahtawi in, team ii gualzawhnate pen a pahtawi taak hunte piangsak

Muanna leh sepkhopna lam nading mipawlte adingin lampi khaktannate hemkhia in, hahsiang

Mainawtin khangto

Eite in i sin to suak a, i khangto hi.

Ngaihsut gen kikna lawp takin kisang a, tua pen kizang hi—khantoh ding leh hoih zawk ding kideih den hi

Mimal leh nasep lam khantohna ah tuh, khantoh nadingin a thak tonate leh hamphatna lampite zong

Siamnate lawptakin hawmsawn in, thu dot mi hihna ah kalsuan a, midangte siam nading leh sinna ngeina thapia

Bawl thak nadingin siamnate lawp takin khangto sak—mailam kisapnate muhna leh kikhelna pen theih nopna tawh pom

Tatsat lo-in khantoh ding hanciam, ciangtannate kantan in, “hoih ta” cih tawh khawl ngei lo

Customer-te bulpuh

Khentatna khatciat ah customer-te pen a thupi pen ah i koih hi.

Customer kisapnate lamem-in tuate vengsak

A lem loh aihkeh a minthang loh hun nangawnin customer kisapnate a masa penin koih

Customer-te adingin sawt kimang manphatna a piangsak ahi a hangsan khentatnate bawl

Customer-te tungah a kibawl kamciamte tangtun, paulap zong lo, phattuumnate bek

Customer ngaihsut piak kikna pen kikhelna a piangsak khantohna ah laih

A hoihpen ding hanciam

Eite in tehna kibawl a, tua khit ciangin a hun simin kitawsawn hi.

A sangpen nasep pia-in netna nuai nangawn ah lametna a khengval dingin ngim tawntung

A nensi-in kiciantak don, kamciam khatciat tangtun ding leh thanemna bangmah a om loh nadingin bawl

Ngimna nei tupnate koih leh a beisa-in noptatna munte pen a lamdang phattuumnate ngah nadingin nusia

A hoihpen sepziate zong leh khantohna thapia-in sep ngeina ah om cip ngei lo

Kizomin hanciamna, thuakzawhna ngeina leh lungkia lo-in gualzawhna ngah nading lawp sak

Gualzawh matutna nei

Eite in kahto, vaipuak la, leh phattuumnate i piangsak hi.

Phattuumna nei, nasep nei bek hi lo—geelnate zawh nading hawl leh a kiveng sak lo bangmah a om loh nadingin bawl

A hoi lo kawikawi lo muan theihna leh kipna tawh kamciamna khatciat zui

Tuah ding khaktannate pen manlang takin vengsak—tonate a liat ma-in khentel leh tuate tangtakin van

Supnate pen sinna ah laih leh manlang takin lemtuah—khialhna khatciat pen khantoh nading kipeuh nadingin zang leh geelna lampi tungah om nadingin manlang takin zui

A siang lametnate koih leh amahmah leh midangte pen a sang dinmun ah koih

Ngimna tawh kahto

Eite in ngimna tak tawh leh vaipuak la takin i khangto hi.

Sepnate pen zia zui ultung saknate tawh kituak sak hi – hanciamnate pen a thupi pen te ah bulpuh hi

Sauvei kimang, a kihik kik thei ziate lam – creates strong systems that empower teams and drive lasting success

Khantohna ading data zang leh theihnate pen a kikhentat nasepna leh a thak hamphatna lampite adingin laih

Hun tom leh hun sau phattuumna kilekkim sak, tumahmah leh mailam hun ah kal khatciat in manphatna nei sak

A thak bawlina pen nasepzia hoihpenna tawh gawmkhawm – a lian ngaihsutnate pen hoihtak in semkhiatna tawh gawm

Ngaihsutna thak tawh kipan

Eite in a hangsan ngaihsutnate i tawh a, tuate pen leitung taktak ii tha ah laih hi.

Zuih ngeinate pen ngeinate tungah dotna leh a lui ziateyona tawh nawngkai sakna

A kisin nailo lampite, a thak ziate, leh set pilnate pen kuhkal takin theih nopna tawh pankhia

A hangsan ngaihsutnate sin leh ngimna nei takin a hoih pen phattuumna lam ah thu kinialna a om nading a kibang lo aw te piangsak

Supnate pen a thahat sinnate ah laih, manlang takin lemtuah leh guallehnate pen ngaihsutna thak kipat nadingin zang

A teltak buainate pen ngaihsut tawm theihna tawh do a, bawlkhiatna ciangtan lo, telcian lohna sungah nungta sak

Kizentakin makaih

Eite in manlang takin i lemtuah a, khelna tungtaawnin i makai hi.

Thupitsaknate laihna ah manlang takin lemtuah, kipawlma pen a manlang leh a dawn kik theih pah nadingin zia lampite gawmtuah

Kikhelna pom, telcian lohna sungah kimuanna tak tawh midangte lamlak leh a kician lamlahna pia

Khaktannate lakkhiatna, ngaihsut piak kikna kizopnate pom leh hatna kep nadingin a beisa nasepnate pahtawi leh mipawl mainawt sak

Patkhiatna tawh hantohna thahat sak leh hoihtak a kingaihsun khentatnate bawl

Mipawl kaikhawmin, tha lawp sak leh a hangsan ngaihsutnate thapia