



Passionate about supporting individuals & organisations in achieving their full potential.

## Client Results : Public Sector

### Company

A well established public sector organisation based throughout the United Kingdom. This organisation wanted to establish Call Centres in the UK, initially in Scotland, followed by England and Wales. This involved relocating 30% of their 148,000 staff to man the new offices providing support and advice on their products.

### Challenge

A new venture for this organisation involving wide scale culture change, a fresh approach to leadership and management, movement of staff and changes to working patterns and practices and training in the use of new technology. The company required a change in culture for the new business to be undertaken successfully within the new Call Centre environment and lacked the leadership skills and a formal training strategy, and needed to develop leaders and managers quickly due to the fast paced industry and environment.

### Solution

Created training and coaching packages for the Senior Leadership Team and Managers that were delivered to over 200 leaders and managers. A training strategy was created that enabled an HR partnership so that staff could be trained and developed faster and more efficiently to a continuously high standard.

### Results

- Leadership competencies and management practices were in place for all of the Call Centres
- An effective culture change to ensure Call Centre identity and enable the introduction of new practices, contracts and working patterns
- A clear vision set for success and disseminated to the Managers and Staff by the Leadership team
- Call Centres able to answer all calls in the first week within the guaranteed quality criteria
- Call Centres had a lower staff turnover to other comparable Call Centres