



Client Results : Admin & Processing Offices

Company	An administrative and processing office in Wales employing over 300 staff.
Challenge	A very de-motivated work force with a number of management and personnel issues, high sick rate, a number of long-term stress- related absences and a high turnover of staff. The organisation wanted this office to be competitive and keep pace with rapid growth challenges
Solution	<ul style="list-style-type: none">• Assessed the needs of the office and the staff, analysed the practices and processes and evaluated the performance management system• Created a training and coaching package for the leadership team and the managers to develop leadership at all levels of the organisation• Designed a transformation plan• Trained a number of personnel as top notch coaches to create a support network for the managers and staff
Results	<ul style="list-style-type: none">• A greater understanding by the leadership team of how to communicate and motivate their staff• Enhanced leadership and management skills• Management and leadership competency framework established• Improved communication and productivity, increased productivity due to reduced costs and sick absence