



Client Results : Debt Agency

Company	A UK based Debt Agency on 4 sites employing approximately 700 people.
Challenge	<p>A change of approach to debt collection from reactive to pro-active, centralising their four main offices and re-locating their staff to one site.</p> <p>To create a culture change while preserving staff commitment, efficiency and loyalty and deal with issues with communication and managing change.</p> <p>To create an effective team-based environment within the newly formed department.</p>
Solution	<p>Facilitated a full scale change programme, implementing organisational change processes via coaching and developing the senior executive team.</p> <p>Delivered team building training and real life scenarios to create an understanding of the importance of the team culture in the new department.</p> <p>Delivered knowledge and skills to staff via a high speed, low cost e-environment.</p>
Results	<ul style="list-style-type: none">• Improved leadership culture and increased staff collaboration• Survey results show improved staff satisfaction• Consistent business language established• Cohesive supportive teams formed• Improvement in debt collection and productivity levels• Reduced training costs