



Join the Dots

Recruiting & developing **extraordinary** people

Case Study



Engagement : Ownership : Performance

Developing customer service team results

“The customer service’s team really enjoyed today... Martin is really engaging with the team. Thank you once again for what was an excellent day for the team.

Gary Morrison

Human Resource Manager

Development issues for customer service team

- Need for front line customer service team to develop greater confidence and awareness in handling customer service issues to develop more dynamic teamwork.
- Need for greater ownership and prioritisation of actions that develop business not ‘busyness’.
- Need to work more as a collaborative group.

Development undertaken

Delivery of blended learning 1 day workshop that included interactive exercises, personal evaluation, and reflection, team collaboration moving forwards.

Join the Dots Recruitment and Training Limited

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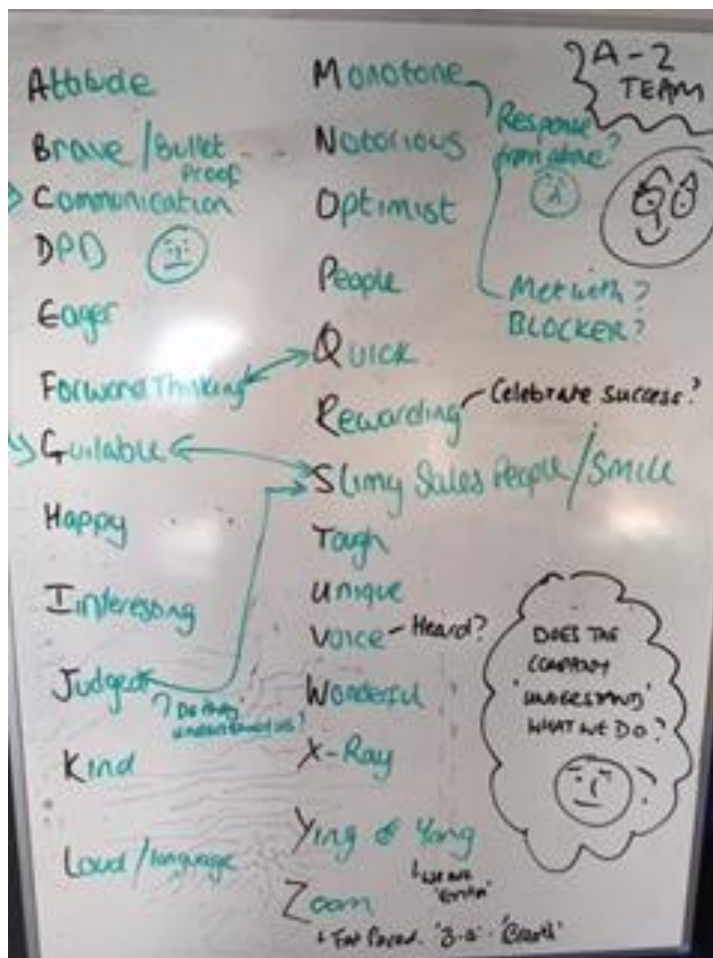
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The workshop covered areas such as:

- Behavioural awareness
- Confidence to deal proactively with situations
- Having the right attitude
- Dealing with conflict
- Dealing with complaints effectively
- Being customer centric

The results



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