



south east water

CUSTOMER SERVICE SKILLS CASE STUDY



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Background

We were approached by South East Water, following a Tender process, to work with them on the design and development of a programme of events related to Customer Service Skills.

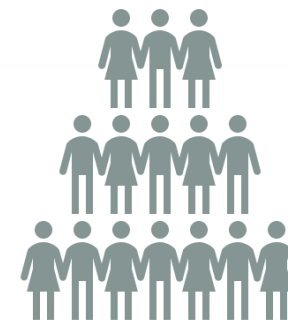
Seeking an agile solution to a company-wide programme, we designed a set of “lite-bite” modules, each 90 minutes in length which could be delivered as stand alone topics, repeated across a single day to large staff groups, combined together to form half or full day events.

In addition to design of the materials, we were commissioned to provide full Facilitator Guides and Trainer Training for the ongoing internal delivery of these subjects.

Aims

South East Water had embarked on a number of initiatives in the past but these whilst successful at the time, had no continuity plan.

The aim of this programme was therefore to provide a consistent message for both internal and field-based staff across South East Water, and to provide a programme which would continue to be delivered through new-hire training induction and refresher training going forward.



Approach

The way we approached working with South East Water on this mirrors our preference for working with clients in all sectors, which we believe delivers real results and added value.

We approached this as a working partnership from design stage through to completion and beyond. This meant that we took time to understand the business, its people, pressures, the sites (working environment) and culture. We listened, made suggestions, tested out ideas and jointly developed a framework of a programme spanning 4 months before we were ready to “Go Live”

Having been chosen because of our consultant’s understanding of their requirements during the tender process, the next step was to check this via a pilot of the materials. A group of managers, office staff and field technicians attended a pilot programme where the programme, topics and materials were reviewed before signing off the approach we recommended.

Having achieved approval, the next stage was to upskill a team of selected South East Water employees who would be working with our consultant during the roll out of the programme, this was achieved during a train the Trainer workshop at which the materials were distributed and delivery was practiced with facilitated feedback.

Once ready to take to the audience, our consultant was the lead deliverer to the field-based managers, team leaders and technicians operating across West Sussex, Hampshire and Kent whilst the internal team delivered modules to the head-office based teams across 2019



Programme Overview

- 1. Expectations & Experiences**
Setting the arena for Customer Service
- 2. Perception of Professionalism**
Representing your organisation
- 3. Image Building**
The impact of everything you say and do
- 4. Delivering Success**
Getting it right first time
- 5. Storytelling**
Explaining the complex, simply
- 6. Communicating Outcomes**
Keeping customers up to date
- 7. Call Control with Confidence**
Applying telephone techniques
- 8. Managing Behaviours**
Dealing with challenge
- 9. Demonstrating Empathy**
Showing understanding of situations
- 10. Saying No**
Working assertively
- 11. Dealing with Emotions**
Coping with stress – Mindfulness and Wellbeing
- 12. Working Collaboratively**
Effective team working



Results

Over the duration of the project we delivered 89 workshops for 886 learners

Collective Scores



- Rated the Overall Programme as Excellent
- Rated the Overall Programme as Very Good
- Rated the overall programme as good
- Rated the overall programme as Satisfactory

886 learners rated the programme as:

8.6 out of 10

886 were asked if they would recommend the learning:

100% said Yes





CONTACT US

Inspired by the way we work with our clients to help you get the best from your people?

Want to bring about behaviour / cultural change or stretch a group of high potential talented people in your organisation?

Then talk to us, we'd love to hear from you and discuss how we can support you, your organisation and your people.

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