

“We have a significant tool in our hands (the LPS) to support the organisation in managing change”

About the company

Company: Sodexo Benefits & Rewards Services

Training dates: May 2015-November 2016

Number of people trained: 30

Positions in company:

1

CEO

2

Executive Committee Members

27

Line Managers (Customer Service)

Pain Points & Training Objectives

Business Struggles:

No matter how many times we repeat skills trainings (e.g. communication, how to deal with difficult clients, how to lead a conversation) our agents don't go the "extra mile" with our customers.

We wanted to give the customers an unforgettable experience, but something was missing in our training and we couldn't achieve that.

Training Objectives:

- ✓ Improve the customer experience our teams deliver
- ✓ Deliver outstanding customer service through 'soft skills' training
- ✓ Develop leadership skills in managers of people

Type of training they received:

- ✓ Access to LPS online Programme
- ✓ 1-1 coaching
- ✓ Live webinars

Business Impact After Training

An average of 17% improvement in the 17 LPS scales.

“We’ve seen a **significant improvement in positivity and openness**. Our teams confronted difficult situations with a positive attitude.

In one team, we implemented a big change – a new system for our Customer Service staff to measure their productivity. Our team initially felt a loss of freedom and autonomy, and felt like they were ‘being watched’.

The team leader used the tools in the Managing Change module of the LPS to address these issues, and **successfully implement the change** in five months – the **smoothest change process we’ve seen in the organisation**.

In some regions, we struggled with teams openly discussing issues. We used the Feedback module of the LPS to effectively increase **openness and trust between people** – in particular the sales team.”

Ilona Hatvani
Customer Care Director, SPI