

THE ACCOUNTABILITY DIFFERENCE

1. "The end result has been a near 100% improvement in cash collected that has been maintained for several weeks. This project paid for itself by just 30% of the increased cash collected in the first 4 weeks."
2. "Initially the project anticipated sales of 1 per agent per week. Following the 1 day workshop, sales are already in excess of 5 per agent per week! This truly has exceeded all our expectations and proves beyond doubt the training has been a huge success."
3. £2 million return on £250,000 investment in leadership development in one year with a retailer.
4. 60% rise in sales linked to dramatic increase in staff commitment and customer satisfaction as a result of a 1 day workshop for Contact Centre staff in a Utility Company.
5. 132% increase in Sales following a 2 day sales workshop focusing on skills, confidence and accountability.
6. Fall in staff attrition from 46% to 28% for a Financial Services Company.
7. Onboarding times slashed from 15 days to 6 days and allied training costs slashed by half.



Following these workshops there was **real motivation and commitment to change** and acceptance that we could all make a difference to achieving our vision of delivering extraordinary customer service.

As a consequence our staff **started to question certain internal procedures that they felt were not customer friendly and changes were implemented.**

For example changes were made to our fuel calculations/charging and working patterns changed to ensure more face to face contact.

When comparing our Satisfaction results from the previous year they experienced a **magnificent 236% improvement.** What is most positive about these results are the comments customers have made with regard to our people. With this keen focus not only were the query to rental ratio dropping but the **service 'stories' to discuss with new business clients** really brought the focus to life.

Sharon Tuckwell, Director, Europcar.

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