

Introducing Focussed Communication for a Service Provider

Background

Our client has grown rapidly and is seeking to expand into a fiercely competitive market sector.

Problem

- As staff worked on a remote basis, the business owner had little face to face contact
- When team meetings took place, they tended to concentrate on negative and minor aspects of the business
- The business owner was inexperienced in handling interactive communication

Outcome

- A practical briefing kit was developed for the business owner
- The owner was equipped with best practice communication skills
- Regular communication meetings were implemented with the focus on performance and continuous improvement