

Managers give this Global Retail GIC a boost in eNPS

Employee Strength
5000+

Industry
Retail

No. of Managers
211

Challenge

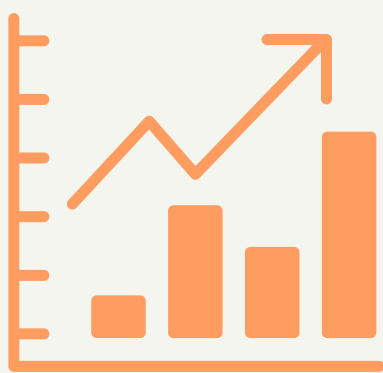
This global retail GIC set a goal to improve their Employee Net Promoter Score, while scaling great heights in business. An internal survey pointed towards the **need of Line Manager Enablement**, We partnered with their leaders and people function to craft a strategy to equip and empower managers, keeping their core values, team spirit and customer centricity at the centre of what they do.

Our Partnership Approach



- 4 month end to end GMI Certification program for 215 Managers in Technology & Business Services (India and UK)
- Active involvement and sponsorship by internal stakeholders & Business Heads
- Internal Coaches and Buddies identified and trained to support Managers
- Managers implemented Action learning projects on 3 areas – Clear Expectations, Development Conversations & Appreciation

Our Impact



- **54 Point jump in eNPS** of participating managers
- **Average increase of 10 points** in internal survey scores
- **70% managers** demonstrated significant behavioral change

Testimonials

INCREASED SALES

: *"Colleagues delivered 70K additional customer journey - 1M sales uplift"*

IMPROVED EFFICIENCY

: *"The team has been able to manage 3x volumes this year with only 2 errors YTD, actioning 1.66 Million changes"*

CUSTOMER IMPACT

: *"We've had excelled CSAT scores which were 4.57 at a WL2 level"*

REDUCED ABSENTEEISM

: *" My Manager NPS has moved from 0 to +30. TAT has improved by 5% & unplanned absence reduced to 0 in the last 2 months"*

Experience a compounding impact on engagement & business

GET YOUR MANAGERS CERTIFIED!

Contact us @9313166760
#GreatPeopleManagers #GreatEmployers