



**Any LEADER can improve their
CUSTOMER MEASURE by deploying
SUSTAINABLE PERFORMANCE
EXCELLENCE, because it UNLEASHES
THE POWER OF YOUR PEOPLE**

**This is not 'just another'
improvement method...
...it provides the 'HOW' to
SUSTAINABLY improve**



It is a
COACHING led
approach, as
opposed to
consulting

it builds
CAPABILITY to
ensure you can
continuously
improve

it develops the
**HABITS &
BEHAVIOURS** of
everyone
involved

The 4 phases of SUSTAINABLE PERFORMANCE EXCELLENCE

1) FEEDBACK

An initial 2-way knowledge gathering exercise to build understanding to ensure the engagement is set up for success

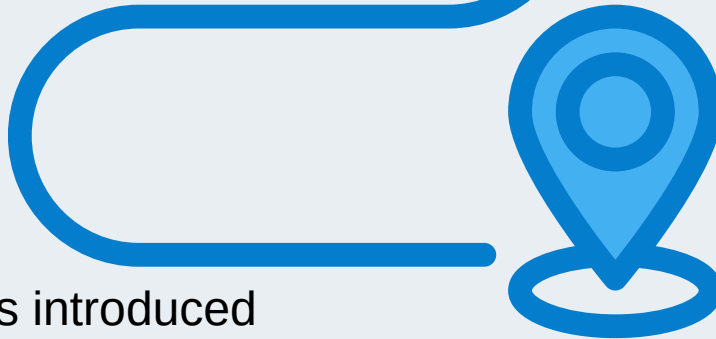


get started for FREE



2) FACTFIND

5 step approach to help your team find their 'Why' to create the desire for the journey



3) FOCUS

11 defined elements introduced to your team/business to enable the required habits/behaviours all aligned to your Customer strategy to ensure maximum impact

4) FORWARD

Our specific Improvement and Coaching approach taught to the management team to ensure continuous improvement long after we've left

VIRTUAL, FACE TO FACE OR HYBRID

It doesn't matter. During the pandemic we've learned how to deliver our SPEX programmes in a virtual environment with some amazing results



GET KNOWLEDGE

Clients choose GET KNOWLEDGE

because...

We work on all of the important metrics



Focussing on one specific metric like productivity or Employee engagement alone often sees improvement at the detriment of other key business metrics. Companies that understand the link between leaders, the environment, their people, their customers and their business targets are known to have longer term uplift in business performance

Being part of a team that is more led than managed drives higher levels of engagement and connection to the organisation. Business units with engagement and connection scores in the top 25% have 10% stronger customer metrics



We transition managers into leaders

We start with leaders thinking



Working on thinking and belief structures leads to a change within individuals and when those individuals have the opportunity to shape the working environment this leads to improvements in employee engagement. Companies with a highly engaged workforce experience a 19.2% growth in operating income over a 12 month period

Focussing on building capability means that as each day goes by you need us less and less as opposed to the typical consulting model of needing me more. A training/coaching approach costs less in the long term and delivers greater ROI (although it may not give you an immediate shot in the arm)



We are flexible and adaptable

We build FUN into what we do



Recent studies have shown that fun at work can boost productivity and reduce sick days. It costs us nothing to be ourselves and we believe this is a missed opportunity for any business embarking on any improvement journey. Make it fun!

You don't get any unforeseen consequences or bad feeling that can be left with typical management consulting approaches. This means that buy in to any intervention is increased which leads to more sustainment. Sustainment means sustained ROI.



We're curious, with a genuine desire to improve

We are coaches first, consultants second



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By defining and implementing improved habits and behaviours you then start to see results in your people. This leads to increased employee engagement due to the approach and in turn improved customer performance as your people drive your customer agenda. This ultimately hits your bottom line through revenue and cost to serve



We target habits and behaviours

GET KNOWLEDGE

Here's what people are saying about our SPEX programmes

Michele Robinson – Head of Operational Customer Experience



YorkshireWater

As a result, my own team now has an agreed purpose and a method of working that enables visibility of performance and effective performance management. Challenges are identified and unblocked quickly; people are more engaged in what they need to do to contribute to success. Standards are being developed and adhered to. Open and constructive conversations take place regularly. People have had training and development, which gives them more confidence and ultimately continues to uplift the performance of the team. Cross functional collaboration is now starting to take place, so we are seeing end to end performance improvements. I am starting to have peace of mind.

The team now have a structured and working daily huddle process that feeds up to the top and is keeping us connected and informed especially during remote working. We are continuously improving those to keep them relevant and make them even more effective. We are starting to see the teams behaving in a way that indicates at least some of them are feeling more empowered.

Additionally; Our CSAT scores are consistently improving in each quarterly survey and one of our customers particularly has engaged really well with the Improvement plans newly introduced, which will help drive service and so satisfaction even higher.

Get Knowledge are friendly and not corporate or overly formal – which works for me! They are inclusive and supportive.

Sharon Thackray – Director of International Shared Services



Hallmark

Are you looking to establish...

A function/team aligned to overall company vision and values that drives high levels of employee engagement, customer experience and business performance through leaders who are able to improve it together with their teams



If you want to chat about how you can improve your Customer Performance through your people, then please email us at

jason@getknowledge.co.uk

GET KNOWLEDGE