



GET KNOWLEDGE



YorkshireWater

Overcoming Regulator Challenges & Striving For Performance Excellence For Myself & 300 People

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There were a number of circumstances that made me look for support, things like Regulatory challenges, People engagement & wellbeing challenges, leadership challenges, personal peace of mind challenges, AND how on earth do I run this function challenges!!

Performance Excellence is a method of working I was familiar with from working with other organisations, I had already seen how PEx can transform people engagement and capability and in doing so, significantly uplift performance – in any area....customer delivery, manufacturing, project delivery etc etc. I was keen to introduce the method to my new team to help them to realise and achieve their potential as a team.

Get Knowledge are honest, open, authentic, true, tough on the issues and fair with the people, kind, fun, provide the right balance of support and challenge, experienced, keen to continue with their own learning and development, never afraid to ask the challenging questions, engaging and just brilliant to work with....some of the reasons I chose them to support PEx delivery.

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.

In addition, I am confident in Get Knowledge and this method of working and so I have extended the roll out of the programme to two additional teams within my own function (some 300 people in total) and recommended the programme to another senior leader within the business (who subsequently embarked on this programme with Get Knowledge and is reporting similar, positive results).

Jason at Get Knowledge instinctively knows when I need him and is always there for me, he is a brilliant coach....and asks the very best questions. These questions often make me feel uncomfortable (which is a good thing) and they enable me to think deeply about me, my leadership style and the contribution I need to make.

He is relentless in his quest to help people to improve in a way that supports them and is sustainable, he enables the team to have fun....at the same time as improving their contribution and the overall performance of the team.

I would use them again...quite simply because I trust them.



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