

Client Case Study

Nº 62



Best Health Business Team Development Programme

“The training programme designed by Farscape was tailored exactly to our needs. The measure for me is whether results are long lasting and the great news is we’re still feeling the benefits months after the training began. I am now planning the next phase of our training and have already recommended Farscape to other companies.”

Debbie Kleiner-Gaines
Managing Director
Best Health Business

Synopsis

Following a 3-month programme with Farscape, this small business is now operating more effectively, with members of the team understanding how to communicate and build working relationships that deliver results. Sales have increased and the business is more stable and sustainable and the Managing Director is able to work more strategically instead of daily fire fighting.

Challenges and requirements

- With shared responsibility across a small team it was vital that people understood each other’s strengths and weaknesses in order to ensure that they were working effectively together.
- Rapid growth meant that new people were coming into the team who needed to start performing as quickly as possible.
- Distinct differences in communication styles and approaches to work meant that a lack of clarity sometimes existed between team members. There was a need for a greater understanding of how to communicate effectively with each other in order to eliminate potential for misunderstanding.
- With challenging sales targets to achieve, the MD wanted to invest in training that would develop people’s sales skills as well as focusing on attitudes and behaviours to ensure continuous high performance.

The Farscape learning experience

Farscape developed a fully tailored 3-month programme for the team, which included individual profiling, group workshops and one to one coaching. Each delegate had the opportunity to:

- Go on a personal journey to discover their own strengths and weaknesses (including psychometric profiling and feedback).
- Learn about different communication styles and when to apply them.
- Learn about how to build effective relationships at work and the importance of curiosity, questioning and listening.
- Identify personal values and drivers to help individuals understand themselves and others in order to work together more effectively.
- Develop an awareness of what happens during conflict for different people and how best to handle conversations when in conflict.
- Learn how to give effective feedback in order to improve performance and relationships.
- Practise spin selling techniques in order to improve sales conversion rates.
- Have one to one feedback about telephone selling techniques with personal action planning to improve performance.

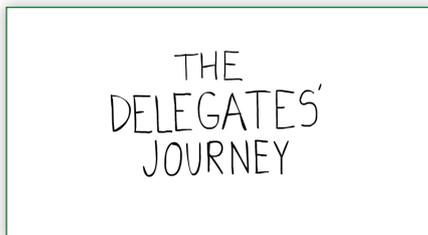


“The course was focused, innovative, exciting and professional. Has it delivered? Yes - it’s delivered tenfold!”

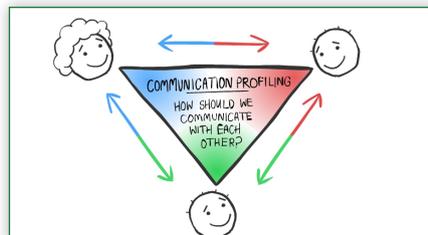
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Outcomes and results

- The team now feels more confident when communicating with each other because they have a greater depth of understanding about how each other works as well as how they react when in conflict.
- They are therefore now able to communicate more effectively with each other and have built better working relationships.
- Sales have increased with the team now having a better understanding of communications styles as well as having improved their sales techniques through practice and feedback.
- Ongoing coaching is now being planned to build upon the success of this programme and to continue to embed the learning.



The team took part in a carefully designed learning journey.



Psychometric profiling enabled them to understand their own and others' strengths and weaknesses.



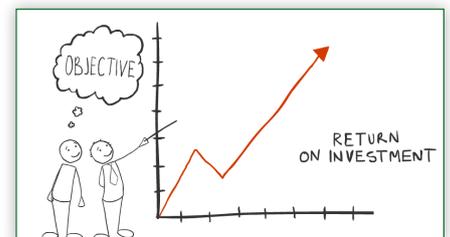
They explored and practised communication techniques with each other.



They each received one to one coaching.



One to one feedback enabled them to identify areas for further improvement and practice.



Positive results have been seen with improved working relationships and increased sales numbers.