



Case study

Building EI for Customer Hardship Team

Responsible for managing complex complaints and evaluating products through an ethical lens, this team was fatigued following significant change with more to come due to regulatory changes.

The goal was to foster alignment with the team's purpose, strengthen accountability, and enhance problem-solving and emotional resilience.

It was recognised that leadership ability to support and coach would be key to success.

Program Flow

- **1-day workshop** covering key topics, including complaint resolution, questioning, emotional rapport and steering conversations
- **Suite of supplementary online training modules developed** on topics such as emotional self-management, resilience, empathy, communication and influence
- Each online module followed by **facilitated group embedding session** for participants to share their experiences and practice new skills in a low-risk environment
- **Leadership development program** run in parallel to align leaders and help them better support team members with mindset coaching

Program Objectives

- Improve how team members relate to and converse with a diverse customer / stakeholder group
- Create a stronger culture of ownership and positive accountability
- Enable participants to use self-awareness to recognise and manage their own emotional state
- Enhance leaders' self-awareness, empathy, and coaching skills.
- Develop resources and materials for continued development and reinforcement.



+61 (03) 9555 7955



INFO@NEURALNETWORKS.COM.



WWW.NEURALNETWORKS.COM.



SUITE 1.12, 999 NEPEAN HWY,
MOORABBIN VIC 3189
AUSTRALIA.