



THE PROBLEM

Large organization seeking to drive double-digit growth by delivering a distinguished client experience

THE SOLUTION

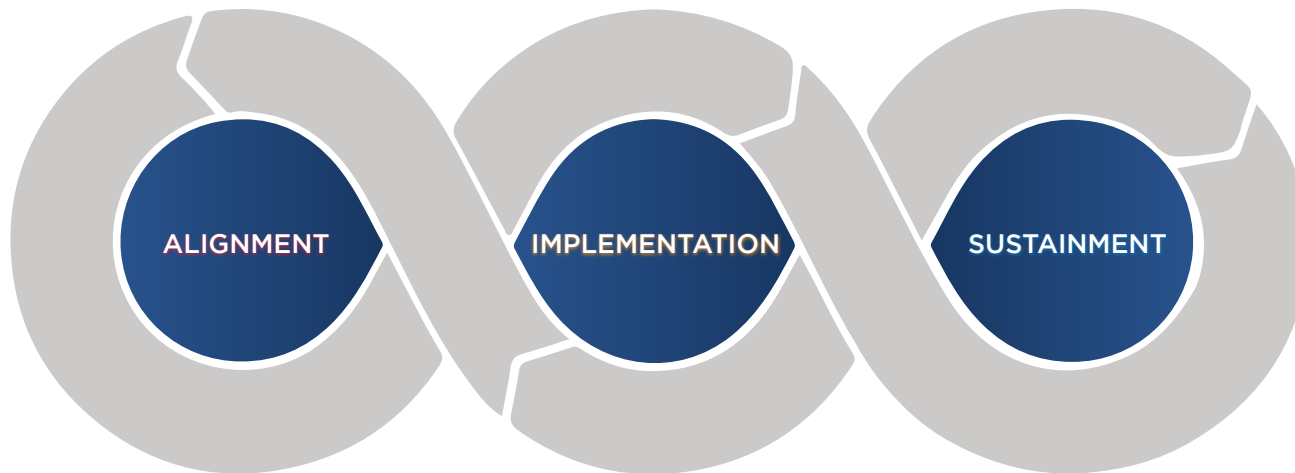
- Established a clear framework for the organization's client experience
- Defined competency standards for the key interactions professionals have with clients
- Created a web-based portal to drive a consistent in-market Coaching and Assessment Process

IMMEDIATE IMPACT

- Increased client satisfaction scores by 25%
- Increased referrals by 27%

LONG-TERM RESULTS

- Increased productivity per professional by 50%
- Established a consistent and distinguished client experience
- Enhanced talent management process



Worked with senior leadership to define a development program that encompassed brand commitments, strategy, and organizational structure

Delivered a comprehensive platform that blended in-class and monthly online modules to support the desired competency development, paired with an infrastructure that ensured accountability for learning rested with the individual

Built an infrastructure of content and resources deployed to support ongoing professional development over a 12-18 month period