

Welcome  
to our April  
Newsletter.

# Outlook Partnerships News



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In this edition we  
are going to:

Congratulate one  
of our customers  
who have recently  
won an industry  
recognised award.

Well Done to the  
Remploy Credit  
Control Team



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## Remploy Gets Full Credit in Industry Award

The Leeds based Finance Collections Team of Remploy has just won a major award from the Institute of Credit Management (ICM).

The Institute of Credit Management is the largest professional Credit Management organisation in Europe. They have for more than 50 years been recognised as the centre of expertise for all matters relating to credit management. The ICM is the only such organisation accredited by the Qualifications & Curriculum Authority (QCA) as an awarding body.

The Institute's Quality in Credit Management Award has been presented in recognition of the excellent standards achieved by Remploy in servicing it's businesses and customers. Apart from Remploy only Shell International & BUPA Wellbeing hold the accreditation.

The team is thrilled to have succeeded first time in getting this award and this is recognition of the excellent business focus that the team has.

'The ICM is very proud of Remploy' added it's Chief Executive Phillip King. 'They have demonstrated good practice & a commitment to deliver good value to the Company. But alongside this the team works positively with it's customers & has been presented with the award in recognition of this' Glen Bullivant ICM Assessor was extremely impressed with the level of passion in the department.



## How did Outlook Partnerships work to support the Remploy team?

We have worked with the whole of the team on a continual basis since the restructure & relocation to Leeds in October 2008, this was a major change for the Finance Department and the business. Initial training supported these changes by helping the individuals to understand the teams strengths, weaknesses, dynamics, and how to effectively communicate with other team members.

We also delivered Relationship Management training using the Strength Deployment Inventory® business tools, which enabled the team to influence their customers & suppliers with impact, as well as manage conflict productively. Review meetings were scheduled over a given period of time to refresh the training learnt, identify what had worked well and to discuss future plans and goals for the team, this helped them to stay on track.

Of late we have recently delivered training for the team to identify their key stakeholders, identify root cause issues which prevented excellent customer service and identified actions that can be done to proactively manage the situations to achieve targets.

## What did Remploy say about how we have supported their team?

The senior Managers within the Shared Services team have also received additional training and coaching to support their personal development and strategic goals.

We have now worked with 'Outlook Partnerships over the past few years on a continuous basis, both for individual coaching/mentoring & delivering training programmes to the whole department, a team of 26 individuals.

We have built a very strong relationship and they have a firm understanding of our business needs, our culture and people. Required outcomes & delivery of these are always very clear. Training is always very interactive, challenging, fun and thought provoking.

This partnership has greatly attributed to our business performance, particularly around relationship management, conflict resolution, influencing & building of positive, 'can do' attitudes.

This in turn supports the team in delivering exceptional service levels and achievement of stretching targets.

**Janet Richards, Shared Services Centre Manager of Remploy Ltd**

**If you would like to find out more about about how the Strength Deployment Inventory® can support your business goals and work in partnership with experts in the training profession then please contact us.**

[www.outlookpartnerships.co.uk](http://www.outlookpartnerships.co.uk)

**Developing Individuals to Achieve Results**