

A woman with glasses and a light-colored blazer stands at the head of a conference table, presenting to a group of four people seated around the table. The room has large windows and a whiteboard in the background with some handwritten notes. The image is overlaid with a semi-transparent blue filter.

Building A Culture of Increased Employee Engagement

Engaged employees are the backbone of any successful organization. Yet only one third of all U.S. employees are considered actively engaged in their job. **Wondering how to increase your team's engagement in order to optimize performance, enrich collaboration, and grow your business's profitability?**

Increasing internal collaboration and communication are critical components to enhancing employee engagement and performance.

CLIENT INDUSTRY

Government

CLIENT CHALLENGE

Prior to kicking off this project, our client had struggled with communication and collaboration across their six office locations for years. This issue was only compounded by the fact that a majority of the organization's employee base works in round the clock shifts, without frequent access to computers. Over time, this organizational disconnect led to the birth of a competitive work environment, wherein employees began to view one another as rivals vs. teammates and colleagues. To combat this issue, Reveille Group's challenge was to create and conduct an organizational and audience-specific training program, focused on encouraging organizational change, under a condensed timeframe and limited resources.

OUR SOLUTION

Our team developed and led the facilitation of an audience and location specific internal customer service training program and post-training survey to establish a baseline and analyze training impact and assess future organizational needs.

OUR GOALS

Reveille developed and conducted an *Internal Customer Service Training* program to:

**Increase
Employee Knowledge**

**Improve
Collaboration**

**Promote
Belonging**

**Enhance
Employee Engagement**

OUR APPROACH

To accomplish these goals, we:

01



**Analyzed Industry
Best Practices**

02



**Developed Foundational
Curriculum**

03



**Facilitated In-Person
Training Sessions**

04



**Analyzed Training
Results**

- Reviewed the existing business processes of each location to identify areas for enhancement
- Researched industry best practices and methods
- Interviewed key stakeholders to understand the depth of communication issues across the organization

- Developed tailored curriculum for key audience segments
- Conducted stakeholder focus groups to maximize relevance of training content
- Developed a project plan and schedule for training implementation

- Coordinated training sessions to align with other opportunities for employee engagement
- Facilitated in-person training sessions across all six office locations
- Distributed post training surveys to obtain attendee feedback

- Analyzed survey results across audience demographics
- Reported class attendance, survey results, and overall feedback
- Developed and delivered after-action report and recommendations for future actions

OUR IMPACT

● TRAINING FACILITATION

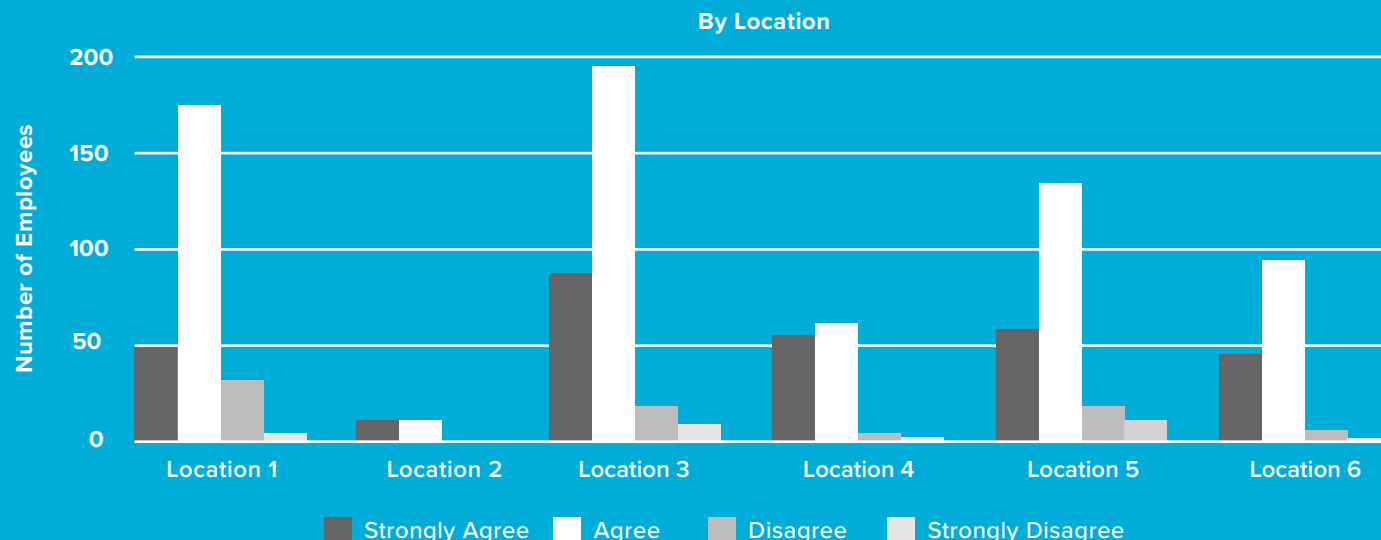
- Conducted 77 in-person training sessions for 1,600 employees at six different geographic locations in less than one month.
- Developed and recorded a fully compliant online version of the training curriculum.

● TRAINING SURVEY

- While participation in the post-training survey was not mandatory, roughly 85% of all participants completed the survey.

POST-TRAINING SURVEY RESPONSE TO QUESTION:

“Today's training increased my knowledge and skills around internal customer service.”



90% Felt the training increased their knowledge and skills surrounding internal customer service.

This training received ***highest*** rated feedback of any training conducted within the organization's ***history***.

ADDITIONAL TRAINING ATTENDEE SURVEY RESULTS

98%

Found the training to be useful.

93%

Felt that the concepts and skills covered in the training can benefit them as an organization.

98%

Felt the training objectives were met.