



# CASE STUDY

Our client - a global IT company with headquarters in the US, providing Sales, Support & Engineering from its China base - noticed that their local and international staff were not working well together, causing miscommunication and inefficiencies.

**They came to us for help.**

## Pain Points

Frustration was felt by Technical Support managers because staff were making repeated mistakes and not developing in their roles quickly enough.

Conflict between departments within the Support Team and also between management and staff.

Tension between local Customer Support team and other offices and customers around the world leading to inefficiencies.



**We helped them identify the key issues.**

1. Lack of intercultural competence
2. Insufficient initial and ongoing onboarding of staff
3. Ineffective communication skills
4. Unconstructive conflict resolution methods
5. Inadequate leadership & management abilities

## WE PROVIDED SOLUTIONS.

- Effective Communications Skills
- Constructive Conflict Resolution Skills
- Cultural Intelligence Capabilities
- Maximising Personnel Potential
- Leadership & Management Essentials
- Effective Onboarding Methods
- Team-Building Activities

