

BOOSTING INTERDEPARTMENTAL COLLABORATION

DURATION

- 3 x 2 hours within a period of 4 weeks

We recommend a fixed rhythm that is repeated every 4 weeks.

PARTICIPANTS

A multidisciplinary group of 4 to 8 colleagues from different departments with no specific function, however with good listening skills, reflection and a good memory.

Further prerequisite: they want to contribute to the improvement of collaboration.

AMBASSADORS OF CHANGE

Unit managers participate at the last meeting as well. Together, the change is shaped and implemented.

COSTS

€ 15.000, -

CONTACT

We look forward to hearing from you!

Hanneke +49 151 281 26047
info@audiomaster.berlin
www.audiomaster.berlin

A service of **audiomaster**
a slightly different callcenter training

WORKING TOGETHER

This module improves cross-departmental collaboration through analysing use cases from the daily working routine. It helps employees to collaborate with each other with a customer-centric approach.

We recommend this for all companies whose cross-departmental collaboration needs improvement, particularly when:

- basic, internal problems cannot immediately be solved
- the company culture antagonizes excellent customer service
- the concerns of the customer service department are not (fully) embedded in the company's strategy

CREATING CHANGE

Employees from different departments meet three times on two-hour sessions. In this multidisciplinary team, they discuss and analyse typical, particularly annoying or even successful cases of cooperation between departmental, guided by an experienced coach.

1st round - participants present their point of view regarding a particular issue and get to know the working style of the others and how they see it.

2nd round - participants elaborate on factors for successful and non-successful collaboration. The results of the discussion are kept in a logfile and suggestions for improvement are derived.

3rd round - management also participate for the first time. The employees present their findings and results. The group discusses the resulting change measurements for implementation. Afterwards, the department heads and employees share the outcome with colleagues in their departments (for example at the next team meeting) and initiate the decided measurements.

YOUR ADVANTAGES

- Change happens to resolve problems from employees' point of view
- Employees themselves conceptualize and make the change happen, which strengthens the consolidation and acceptance of the change process
- Boosting cross-departmental cooperation and understanding
- Improving communication within the company
- Strengthening the cohesion within the company