

Are you getting the most from your Team?

Developing High Performing Teams

The type of comments which regularly come up in IFA surveys is that there is a lack of consistency in how they are dealt with by product providers; that their staff are not all pulling in the same direction; that they are not a team.

It is not surprising therefore that IFAs experience a disjointed service. Typically, they may be contacted by one or more of the following from the same company; Account Manager, Sales Manager, Pensions Specialist, Investment Specialist, Sales Support, or Customer Service. And there may be more.

The modern day Sales Manager needs to be versatile. As well as managing a significant number of Account Managers spread over a large geography, they also have to act as the link between a number of business areas such as telephony, customer service centres, specialists, Key Account and Network Managers. The secret to IFAs receiving a positive customer experience is the alignment of all the functions that touch the IFA.



The role of Managers is key as they control the interface between the different elements of the business on behalf of the sales force. They need to develop their teams as well as a broader team across other parts of the business.

The **Momentab2b** High Performing Teams programme is designed to assess the individual's style and behaviours and work out how these can be harnessed across any group of individuals to create high performing teams. The programme, which is designed to match your exact requirement, uses a combination of work based activity, outdoor activity and a simple yet very practical behavioural assessment model.

We work with sales teams, management teams, inter-departmental groups – and any group of people that need to find ways to work more efficiently in order to improve the customer experience.

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We believe that a team building event should be fun, interactive, break down barriers and gives the participants the opportunity to really bond. Our events also ensure transfer of the learning to the workplace through agreement of what the group will do differently going forward.

Outdoor activity

- We use outdoor activities to engage and challenge
- They provide an excellent environment in which to observe an individual's behaviour
- The feedback from non work activities assists when related back to the workplace
- We have excellent facilities at a number of venues
- We offer a superb range of supervised outdoor activities including team and individual challenges
- These venues all have first class meeting facilities

Behavioural Assessment Model

- We work in conjunction with Thomas International's behavioural assessment model
- Thomas' model enables you to understand, realise & develop the full potential of your staff
- It provides the tools to motivate, stimulate and encourage individuals in the work environment
- It raises people's self awareness, self esteem and confidence

Work Based Activity

- We strongly believe that for any type of development programme to have real traction it must pass the 'so what?' test
- To receive a return on your investment there must be a commitment to do something differently as a result of the event
- We use work-based activity, such as Realplays to help individuals and teams prioritise their areas of strength and development
- Through these sessions we are able to help individuals and departments establish aligned and measurable objectives.

The **Momentab2b** programme combines outdoor activity, work-based activity and a behavioural model to help individuals become more self aware and better understand their impact on others. By the end of the programme the participants will have taken responsibility for their own individual behaviour, and will have contracted to a new set of team 'guidelines'.

About Momentab2b

Momentab2b is a subsidiary of Momenta Holdings, an established Advice, Training and Business Review consultancy dedicated to the financial services industry. Since 2002 we have been providing bespoke business consultancy and training solutions for financial services companies transacting business through intermediaries.

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