

People Development

Motability Operations

Date: 18th September

Venue: Screwfix



Motability

The leading car scheme for disabled people



Agenda

- 1 About us
- 2 Where it all began
- 3 Development v's Value's
- 4 Stuck in a difficult situation
- 5 People Development
- 6 Self Develop
- 7 Development tools/opportunity's
- 8 Success & Growth

Motability Operations- Company facts

- Motability Operations Car, Powered wheelchair and Scooter scheme
- Largest fleet operator in the UK over 625,00+
- 10% of all new cars sold in the UK are Motability's
- High performance and customer focused culture
- Employ over 850 staff in the UK
- Regulated and overseen by the Charity 'Motability'





Dealer Contact Services- Where it all began 2010

2 team of 12 advisors & 1 manager
Across 2 sites

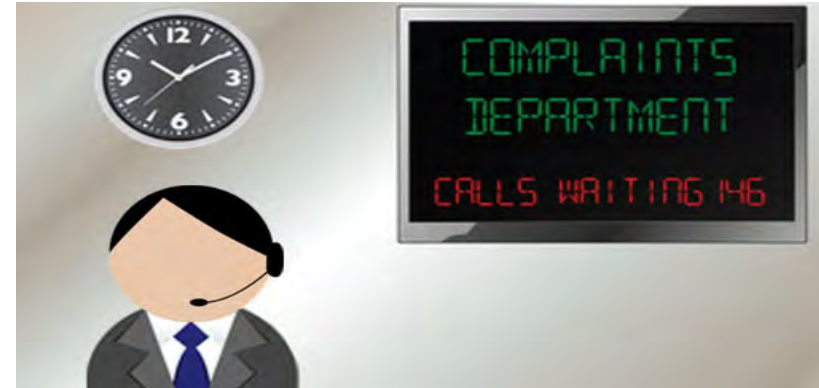
- Calls waiting



- Frustrated Dealers



- High complaints





Our Development didn't match our Values

The values at Motability Operations are central to delivering and meeting the needs of our customers, and at the heart of everything we do are our Customers.

We believe that if we support and encourage our people to develop and progress, they are more likely to feel engaged and motivated to perform at a high level, and continue to offer fantastic customer service day in and day out.

We strive for excellence in customer service

- Our customers are our first and major focus
- We take ownership
- We are disability confident

We have a high performance culture

- We strive for the highest standards
- We recognise and reward strong performance and success
- We are resilient and professional

We are friendly, flexible and facilitating

- We act honestly and with integrity
- We have a "can do" and solution-based approach
- We work together and communicate openly

We are passionate about what we do

- We are committed to the aims and objectives of our business
- We set high standards and go the extra mile
- We trust and respect others and value differences

We think and act commercially

- We have sound business judgement
- We manage our business for the long term
- We understand the impact of our decisions



Stuck in a difficult situation...

Tick box exercise

Valued Knowledge over Customers experience



Focus on graded calls only

Trust in Quality scores

Manager and Advisor buy in

Succeed

Progression

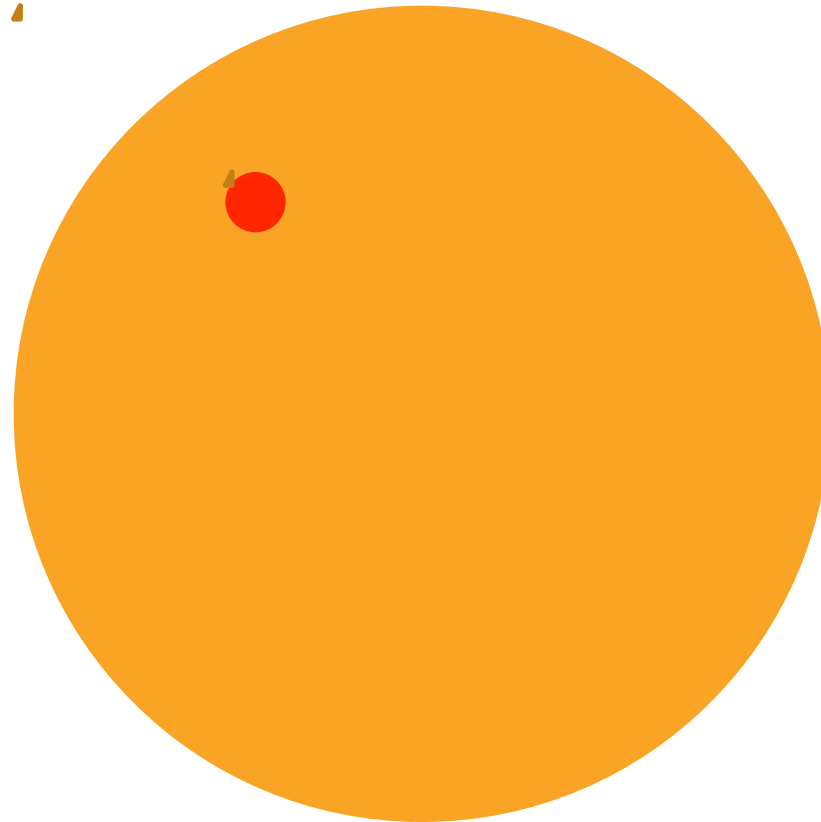
Development



Flourish



Self Development





Trinity Model

Dedicated team coach

Monthly development session

Development driven by the advisor



Coach to support and encourage

Focus away from graded calls

Practical support

Trinity Model



People Development

'Your
development,
your call'

The Develop
programme

The
Development
centre

Coaching Tools

Progression
and
Steps



Success and growth

- 4 Teams- 12 agents 1 manager & 1 coach
- 16 Promotions in the last year (28%)
- Achieved Record SLA for 41 consecutive month
- Highest quality scores ever recorded
- Record high dealer feedback scoring 95% in our recent survey



Summary/Questions...

