

Featured Case Study: International Banking Institution

CHALLENGE

This international bank branch is a multicultural corporation with employees from diverse nationalities and cultures with different interpretations of any form of communication. This multicultural blend was keeping staff from understanding customer needs and working together. This particular branch needed two solutions: a space for employees to understand their differences, and second, tools to overcome communication barriers to increase employee morale.

SOLUTION

Gillet Couto Consulting designed a customized training and provided different tools for bank personnel to experience effective communication. Our lead coach Sarah explained the potential barriers of communication, characteristics of the ideal communicator, and the different behaviors presented during a bank personnel's career and life in general. Sarah facilitated effective and interesting group exercises where personnel practiced skills in engaged listening, nonverbal communication, and body language, among others.

RESULTS

Results were exceptional because bank personnel created a culture of awareness that inspires employees to respect one another, encouraging new ideas, different perspectives, collaboration, leadership, commitment and enjoyment.

FEATURED TESTIMONIAL

"Sarah gave us the opportunity to learn the skills of effective communication and to understand how we influence others thru the sound of our words and our corporal language. We all were involved in this movement thanks to her passion for communication, professionalism and gifted coaching... I highly recommend Sarah for any coaching needs you or your company may have." - MM, Controller

Do you want your staff to communicate more effectively with each other? Send us a message to start a conversation today.

Let's talk!