

Testimonial

We are pleased to share with you a Testimonial which demonstrates our focus to understand our customers in designing and delivering innovative, high quality people and team development solutions.

Newydd Housing Association



My name is Jonathan Davies and I am the Customer Services Manager at Newydd Housing Association. The department is made up of myself and a team of eleven Customer Solutions Officers. The team act as gatekeepers for the Association, managing all incoming communication, the reception area and liaising with both internal and external stakeholders. The role can be demanding, and due to the varied nature of queries, teamwork is essential for the department to function effectively.

I first attended the Insights workshop as part of a wider ilm qualification along with other Newydd Managers. I found the whole workshop brilliant; from organisation to content. The Colour Spectrum profile I received was scarily accurate and helped me understand why I approach tasks in certain ways and how I interact with others. In short, it helped to add context to me as a person in both my personal and professional life.

Given this, I thought it would be a good idea to organise a tailored workshop for the Customer Services team at Newydd. After speaking with John at Palladium, we organised a workshop session that would be based around teamwork and communication to both colleagues and wider stakeholders.



The team completed a Colour Spectrum assessment and the day was structured around this and how they interact. Given the large numbers of people in the team, the workshop proved invaluable. Each member of the team was able to have a detailed understanding of themselves and colleagues. It has given the team a better understanding of how best to communicate with colleagues and also how to liaise with tenants and contractors if they are behaving in certain ways.

The training was brilliant from start to finish. It has enhanced the performance of the team both individually and collectively as they have a thorough understanding of how and why people act in different ways. I would recommend this workshop for members of staff at all levels within an organisation.

If you would like more information or wish to receive an overview of our Insights Programmes please contact us on 01443 858668 or email helen.mayne@palladiumtraining.co.uk

