



Personal Group Holdings Plc

reba 2016







Welcome



Courtesy of
Personal Group



You Could
Save Tax



Health &
Wellbeing



Reward and
Recognition



Everyday
Discounts



Supporting
Charities

View the collection of benefits that are at no cost to you. All
Courtesy of Personal Group!



Your
Pension



Onsite
Gym



Travel
Insurance



Death
In Service



Practical
Health Plan



HR System



for all personal group people

MY SAVINGS
(YOU'RE A SUPER SAVER) **£1,351.50**

[My Account](#) [Menu](#)



What is
Salary
Exchange?



Childcare
Vouchers



Home
Technology



Extra
Days Off



Cars



Voluntary
Group Income
Protection Plan



Parking
Permits



Share
Ownership
Plan



Pension
Contributions



Smartphones



Cycle
to Work



Strategic Alignment is the seamless organisational culture of shared purpose

“The #1 purpose of strategy is alignment”

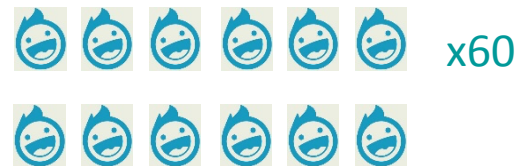
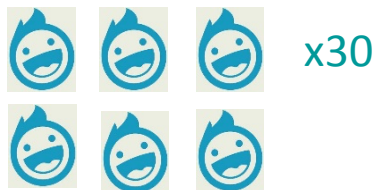
Michael Porter



Speak, Listen, Repeat

- Set just 4-5 objectives
- Align to strategic goals – give line of sight
- Allow the team to interpret
- Set the overall direction but with guidance – be a shepherd

CE1	CE2	CE3
Developed customer experience strategy: Vision, values, behaviours , moments of truth, customer promises	Redesign of the training programme	5 Programmes within CE3 Major transformation programme for 2016
Creation of the Customer Relations Team	Introduction of Quality Gateway for all reward and incentives	GB Plc 1) Thought leadership on employee engagement, happiness and productivity. Working in partnership with industry experts (Reba, Criticaleye and an academic body) 2) 10 Interviews with Managing Directors and Chief Executive Officers on the topic of productivity
Welcome calls and NPS measurement	Introduction of retention bonus	hapi Strategy 1) Excellently delivering Employee Benefit Programmes & Communications to Clients; Easy to understand, everything in one place, customisable. 2) Engagement surveys to measure happiness at work 3) Data analytics to measure ROI
Claims process simplification	Automation of customer documentations (welcome pack and electronic receipt)	Commercial processes 1) Re-engineering the end to end client experience and process for simplification, efficiency and effectiveness
FPOC complaint handling	Complete redesign of the sales presentation- present, consent, cement	Rebrand 1) Look, feel, tone, repositioning us in an employee benefits market 2) Strengthening our position to be a "go to Benefits Provider"
Customer engagement training (CE1,2,3) and management training		Customer Retention 1) Development and implementation of a new retention proposition to offer employees the opportunity to keep their products with us even when they have left employment





let's connect 

pgmobile 



**RECORDING
IN PROGRESS**

