



HomeServe



## CASE STUDY: HOMESERVE

**The Client:** Homeserve's vision is to become the first place people turn to when considering fixing, maintaining and looking after their home. Homeserve provides home maintenance services to over 4.3 million households in the UK, France, Spain and the USA. With over 9 million policies and 4.3 million customers, the group has a worldwide turnover of c£517m and employs around 5,500 people. Their business model is to provide a wide range of third party services to a number of the world's leading insurance companies, ensuring their customers get a world class property repair service when making a claim.

**The Challenge:** The corporate head of learning and development in the UK asked Sensei to design and deliver a series of training workshops in support of their management development programme. This development programme is aimed at the senior to middle management cadre and covers a range of topics designed to equip them with the people and leadership skills required to succeed in this very competitive and service-centric industry.

**The Work We Are Doing:** We have designed a highly innovative and experiential set of workshops aimed at delivering leadership, general management and enhanced customer services skills for their senior and middle managers in the Home and Property Repairs Division in the UK. The company is currently reacting to the 'game changing' recession in the UK by re-focusing their business onto the core services they provide. The resulting uncertainty this creates for everyone in the business – and for the 'front line' managers in particular - means that now more than ever they need leaders who can motivate and encourage people to perform despite the uncertainty of the world around them.

Our workshops will provide the skills to do this and a much needed confidence boost to the participants in what has been a very difficult and challenging year.