

Success stories:

Clarity4D supported Moneypenny in building stronger relationships, both within their teams, and with clients.

Moneypenny (the UK's leading provider of outsourced telephone & web-based communications to businesses of all shapes and sizes) wanted to ensure that all of their Team Leaders and Team Managers celebrated and recognized their own communication style, and how it impacted their interaction with others.



They selected Clarity4D's profiles for their leadership development since they compliment the model used for new starters, but provide more in-depth information about the individual and how they interact with others.

How did Moneypenny use Clarity4D's tools?

"We introduced Clarity4D to all our newly promoted Team Leaders and Team Managers.

For Team Leaders it was about recognising their dominant style and how, in certain situations, this would impact how they respond/react to their team.

For Team Managers, it was about building on what they were already aware of, and learning to flex their style with their teams".

What has been the impact on teamwork within the organisation?

"Clarity4D is part of our everyday life.

There has been much better understanding of individuals' communication styles, how they behave, and how that could be causing an issue for an individual/team in certain situations.

More thought is given to what might be driving another person's behaviour and how they might like to work.

Team working is more open, collaborative, trusting and transparent, building stronger relationships. The team is better equipped to deal with more challenging callers and clients."

Carrie Pickett
Operations Manager, Moneypenny