



WTC PERFORMANCE GROUP

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Reducing the Gap Between Performance and Expectation Since 1991

Industry: Financial

Sector: Bank

Situation:

- Merger of banks with multi-location and multi-state offices
- Lack of collaboration, trust and communication between staff and facilities

Client Request:

- Enhance communication & collaboration between staff and locations for large consumer lending division

WTC Performance Group Approach:

- Assessed current situation by conducting confidential individual and small group meetings
- Analyzed findings and prepared report with break down by areas of concern
- Collaborated with senior management to create plan of action to address needs
- Quantified investment in multiple sessions of 1-day training initiatives
- Designed & facilitated multiple sessions of a 1-day culture, communication and collaboration focused class
- Designed and facilitated train-the-trainer sessions to allow client to continue process

Client Outcomes:

- **Training initiative** so successfully received that initiative was rolled out bank-wide to other divisions
- Culture improvement theme incorporated into consecutive years of consumer lending division yearly meetings
- Processes used for initial bank merger used when additional mergers were conducted