



## DEVELOPING PEOPLE

Maximising individual, team and business performance

### Denplan



Denplan is the UK's leading dental payment plan specialist with over 6,500 member dentists across the UK and over 1.8 million patients.

In addition to personal dental payment plans, Denplan also arranges corporate plans for companies and their employees and Denplan for Schools, a plan for pupils at independent schools.

Denplan was rated 4th in the 'Sunday Times Best 100 Companies to Work for in 2009'.



We have worked closely with their HR Manager and team leaders to provide customer service, call handling and communication skills training to their advisors and support team members.



We designed and developed a number of bespoke programmes which focused on consistently delivering excellent customer service to both their corporate and individual clients.

The programmes were very practically oriented and included the use of technology which allowed us to simulate a call centre environment in a training setting.

#### **Our work with Denplan provided a number of benefits to the business:**

- ◆ Their advisors appeared more professional on the telephone.
- ◆ There was greater consistency in the service provided across different work teams.
- ◆ Greater adherence to Denplan call standards.
- ◆ Greater understanding and application of the Data Protection Rules.
- ◆ Improved problem solving skills.
- ◆ Higher level of confidence and job satisfaction.

