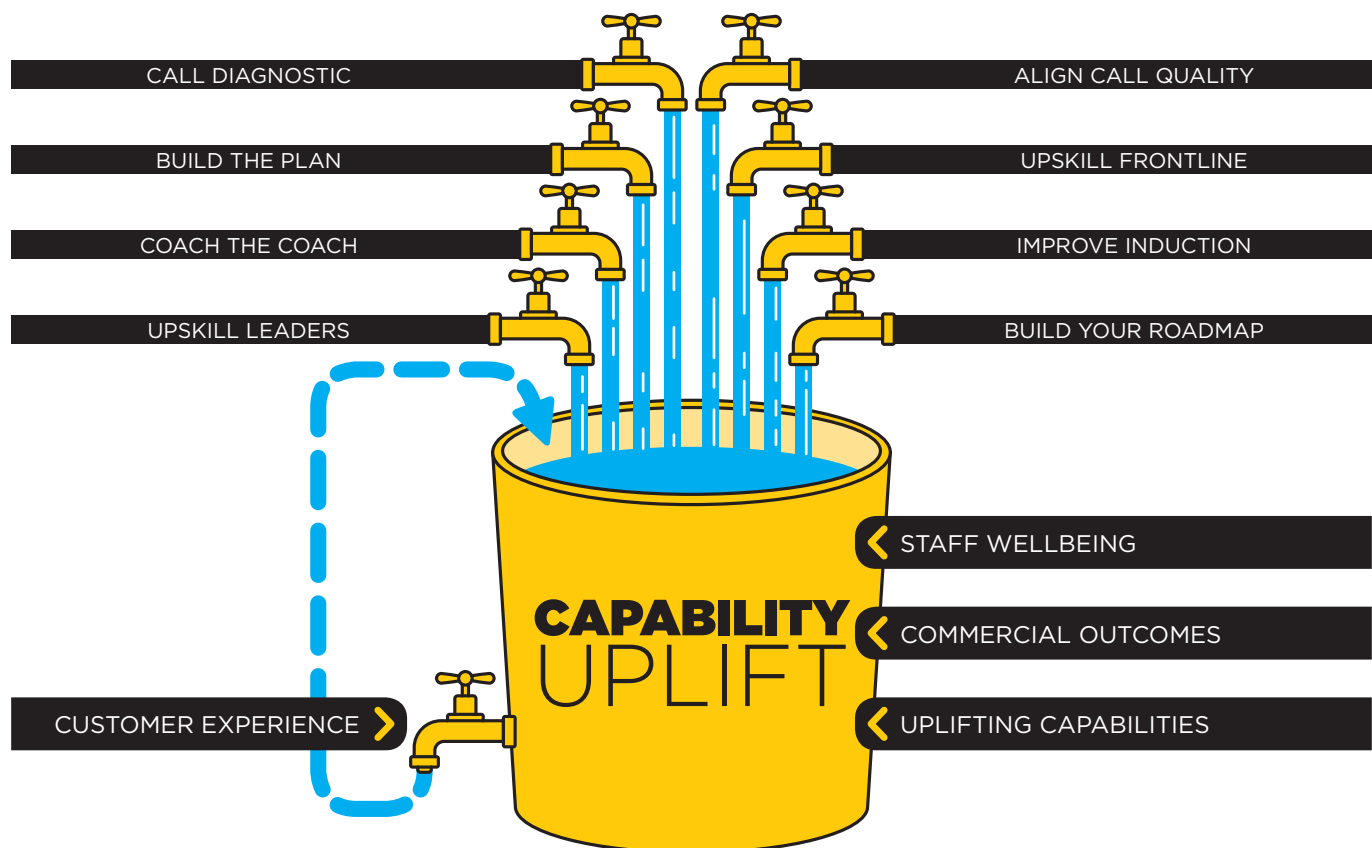
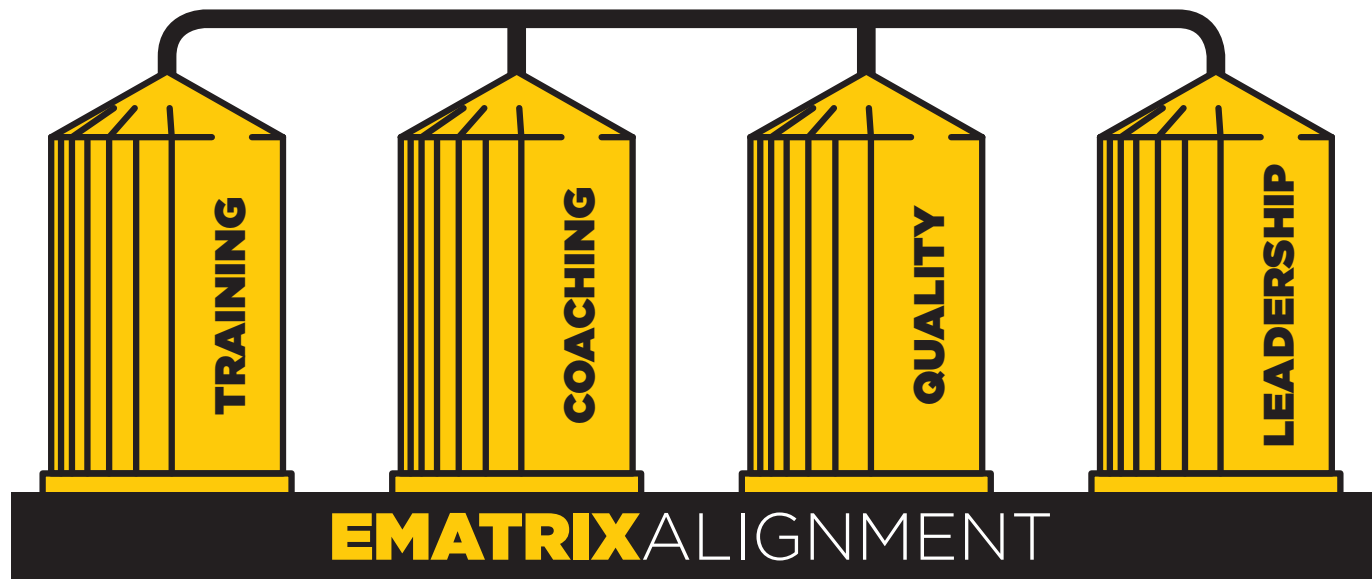


CAPABILITY UPLIFT PROGRAM

8 STEPS, 12 MONTHS TO ALIGNMENT

Typical Operating Environment



CAPABILITYUPLIFT PROGRAM

eMATRIX CAPABILITYUPLIFT

STEPS	HOW IT WORKS
1	REVIEW <ul style="list-style-type: none">• Listen to 20 calls with a one-page insights report.• 3 x 1 hour focus groups with leadership and front line staff with an insights report providing feedback and opportunities.
2	PRESENT & WORKSHOP <ul style="list-style-type: none">• With exec's, leadership and stakeholders, eMatrix presents back insight, observation, strengths and opportunities with a recommended plan.
3	COACH THE COACH <ul style="list-style-type: none">• With two key activities, the coaching round table and call calibrations which uplift leader capability to drive better coaching conversations.• Fortnightly frequency with activities per fortnight from months 2-6 meaning 5 x 2 hour coaching round tables and 5 x 2 hour call calibrations.• *Up to 10 team leaders.
4	COMMUNICATION UPSKILL FOR LEADERS <ul style="list-style-type: none">• 14 x 1 hour communication uplift sessions facilitated virtually by eMatrix which ensure leaders understand and can coach to the mechanics of a customer conversation.• Upskill leaders a minimum of 2-4 weeks prior to front line sessions in step 6.• *Sessions capped at maximum of 15 participant - can provide additional sessions if leadership workforce is larger.
5	CALL QUALITY ALIGNMENT <ul style="list-style-type: none">• Review call quality framework and process versus best practice and contrast assessed calls from step 1 review. Workshop with key stakeholders around strengths, gaps and recommendations.
6	COMMUNICATION UPSKILL FOR FRONT LINE <ul style="list-style-type: none">• 14 x 1 hour communication uplift sessions facilitated virtually by eMatrix which ensure leaders understand and can coach to the mechanics of a customer conversation.• *Sessions capped at maximum of 15 participant - can provide additional sessions if workforce is larger.
7	REVIEW INDUCTION & ONBOARDING PROGRAM <ul style="list-style-type: none">• Review induction & onboarding program and content versus best practice.• Workshop with key stakeholders around strengths, gaps and recommendations to increase effectiveness and speed to competency.
8	SUSTAINABILITY ROADMAP <ul style="list-style-type: none">• Unique based on each clients needs and is discovered throughout the program. For example, eMatrix often will collaborate with a client to create a 12-24 month roadmap to sustain and uplift.