

It's all about the quality of people

TOM SHIELS, DIRECTOR OF CUSTOMER INTEGRATION

The quality of people at Barrett has always been the reason for our success. Developing the team to reach its potential is something that drives us. A key initiative in the development of our team is a recently completed program presented by Phil Sanborn of Management Solutions. The program was attended weekly by our management, customer service and key staff from March to June.

This development program covered communication, leadership, and one-call resolution. The one-call resolution is a philosophy of taking ownership when a customer calls and ensuring final resolution. Communication covered personal styles and how we relate to others. Leadership focused on being in the Leadership Zone to achieve outstanding results. We also rolled out

a format

for setting goals and ensuring continuous improvement.

We have seen a positive impact from the program and begun to focus on keeping it alive. The supervisors have implemented tools to aid in assigning the staff and to train new hires. Customer Service has improved the communication process and teamwork. The program uses real life situations to develop on management concepts. This created a connection between the business and the program.

Our thanks to Phil for developing and presenting a quality leadership development program. Congratulations to all participants for the strides made in personal development. We will continue to focus on the development process as we strive to be the premier provider of distribution services. 🚀

Communication, leadership, and one-call resolution were the topics of conversation at this meeting.



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