

Client: North American Telecommunications Leader

Challenge: Personal Growth & Leadership Skills Development

A North American Telecommunications Leader retained Optimé to develop over 300 leaders and managers in the Customer Care organization through a personal growth and leadership skills development program.

The Results

Unprecedented 100% approval rating was achieved in response to the following question in the post-event survey:

“I can apply the concepts from Optimé’s program in my personal development and feel more encouraged about my future as a result. “

Participant comments included:

- “Outstanding”
- “Allowed me to reflect on the aspects of my life that I want to make some changes”
- “Fantastic”!
- “5 stars”
- “Highly motivating and really kept the group involved”
- “Showed me that I need to get moving on my goals. Don’t stay down but get up”
- “More than excellent”
- “Provided steps to change – gave a new perspective. Re-aligned my goals and values”
- “Encouraged self discovery”
- “Two thumbs up”
- “Excellent session! Powerful”
- “Wow!”
- “Made me really think about making changes in my life”
- “Very good and interactive. Lots of energy”
- “Very encouraging, enthusiastic and entertaining”