

How can our customised or on-site services help you drive improvements faster?

Sometimes a more focussed period of external assistance is needed to jump-start changes and support the skills-transfer that builds up your capability in resource planning, analytics insight, quality and customer experience. Use our knowledge and exposure to best practice across multiple centres to help you drive improvements.

"The organisation, focus and commitment of the team is what makes this forum the best in my opinion across the Customer Contact Sector."

Jo Hale,
Director,
Head4Performance



"A different and varied perspective to challenge your thinking... achieves real benefits for the customer, the colleague and the business."

Emma Botfield,
Head of Customer Service,
RS Components

Leverage of our expertise and best practice resources to deliver results faster. Contact Dave Vernon, Head of Membership, or one of our team to discuss how these services can be tailored to your requirements; all work will be preceded by a scope of work and full quotation.

Contact us
0333 123 5960
advice@planningforum.co.uk
<http://ppf.bz/ForumConsultancy>

On-site support can jump start changes & drive improvements faster

Let us help you	Case Studies
<p>Discovery Review & Benchmarking External evaluation of your processes, people or projects. Looking at MI, end to end processes, use of WFM, your internal quality standards and the skills of your people, we will report in detail on what is working and make recommendations for improvement. Can be combined with Standards Benchmarking.</p>	<p>Building a Planning Team A public sector organisation asked The Forum to review their entire Planning set up. It had evolved over time and the organisation wanted to understand how to restructure it. A full discovery audit identified the key areas for development and resulted in a blueprint to transform the department.</p>
<p>Project Support Use our wide experience of best practice and skills transfer for short project-based support to provide specific skills within wider projects or to jump start change. Take advantage of our specialist skills in resourcing, planning, insight, analytics and quality.</p>	<p>Improving MI and Forecasting Practice A national chain of solicitors engaged The Forum to review its Management Information and Forecasting practices to ensure that correct assumptions were used and that information was being displayed as effectively as possible. This resulted in removing single points of failure in this area.</p>
<p>Interim Resource Whether you are looking for someone to lead a specific project or to fill a role whilst a new permanent replacement is recruited, take advantage of our network of experienced associates.</p>	<p>Interim Resource From our extensive range of approved associates we placed a proven planning professional for a 6 month period for 3 days a week to assist with the day to day running of a large planning department allowing the manager of this area to work on a large internal change project.</p>
<p>Capability and Benchmarking Use our support to help you evaluate your planners, analysts, those involved in quality and MI and support teams. Using our skills framework we will work with you to develop a clear picture of your team's strengths and weaknesses and report on defined skills and capability gaps or areas for development.</p>	<p>Developing the Planning Team An outsourcer engaged The Forum to evaluate their Planning skills and capability and compile a development plan. Using our Capability Framework with the team, a gap analysis enabled a suite of training to be customised and delivered, raising the profile, capability and skill level of the team.</p>
<p>Model Building Whether you are looking to forecast headcount or call rates, build a new quality framework or evaluate alternative scenarios, we can help you build detailed models that will improve your decision making.</p>	<p>Forecasting and Scheduling The Forum supported the team in providing a two day workshop in understanding the fundamentals of forecasting and scheduling and building a model that was appropriate for the business and enabled the service to move forward with flexible working, improving utilisation and staff engagement</p>
<p>Interview support Use our expertise to help you identify the right candidates for a role. Whether you wish us to utilise our skills framework to identify the most appropriate competencies or to set up assessment centres or just to interview candidates, we can help you shortlist and select.</p>	<p>Interview support An industry body operating in financial services approached The Forum to assist with specialist recruitment into a newly formed planning function utilising The Forum's extensive industry experience and competency framework to deliver the client's requirements.</p>
<p>On site Training Programmes Our courses cover a wide range of specialist topics. They are interactive and practical, using material derived from real-life experience. We offer support from expert tutors and the chance to gain from sharing experience with others.</p>	<p>On site Training Programmes The Forum provided a suite of tailored training programmes for one of its financial services members. Programmes were delivered for the support function and for 120 contact centre team managers, delivering increased knowledge and understanding of key contact centre principles.</p>
<p>Development Academy A Learning & Development academy under your brand, run on your behalf by The Forum, can include: skills assessments, professional accreditation, University qualifications, specialist training and best practice days. A fantastic way to show a true commitment to your support professionals.</p>	<p>Development Academy A leading general insurer took advantage of The Forum's services to assess the skills of the support team, deliver tailored development programmes and support team off-site days, making a real commitment to the development of its people.</p>

Onsite Support and Consultancy Services

Our team of independent experts offers over 150 years of industry experience in professional roles working constantly alongside our professional network of members and accredited professionals. Leverage this knowledge and exposure to best practice to help you drive improvements.