Enhancing the Global Mobility Customer Service Delivery

Moments that Matter
Identifying the critical times which impact building relationships with your stakeholders

Business Chemistry
Understanding the personality type of yourself and others and learning how to adapt to your style
Our Mobility Transformation team, can facilitate and support with a range of Labs. The Labs are designed to specifically support organisations and their leaders understand and resolve their business challenges. Each Lab session is tailored and is unique to the participant/s, using our tried and tested methodology and our experience and thought leadership from our 10 years' experience enhancing Mobility across all types of organisations.

This document aims to provide you with guidance in relation to our **Customer Experience Lab**; an experience which you will find challenging, rewarding and tailored to your specific needs.

- **Mobility Strategy Lab**
  - Assess the current state, visualise the ideal future state and make an action plan to close the gaps and align Mobility to the wider business objectives.

- **Customer Experience Lab**
  - Analyse how you build, manage and enhance relationships with your key stakeholders, discuss what's working and what's not and brainstorm truly breakthrough ideas, utilising our Business Chemistry and Moments that Matter methodology.

- **Innovation Lab**
  - An opportunity to take time out of business as usual to review and benchmark your programme to identify innovative opportunities to drive automation and efficiencies within your Mobility programme. You will be supported through this process by Deloitte and their strategic partners to apply concepts such as AI and crowd sourcing to Mobility.

- **New to Role Lab**
  - Designed for Global Mobility leaders who are either new to their role, or looking to refresh their priorities and plan objectives. The Lab aims to provide insights to the individual, explore their concerns and opportunities, and create a roadmap of actions for the next 180 days.
Overview

What is it?
The Moments that Matter and Business Chemistry Lab (Lab) provides an opportunity for Mobility, Talent and Reward teams to step out of their day to day activities – to zoom out and analyse how they build relationships with their stakeholder, discuss what’s working and not, and brainstorm truly breakthrough ideas. The session, tailored to your specific requirements, will be facilitated by an independent mobility specialist from our Global Mobility Transformation (GMT) team.

Who is it for?
The Lab is designed for all companies within any industry. It is also applicable for all sizes of expatriate programmes and teams, whether this means you have 5 expatriates or 500. This Lab is used by Mobility, Talent and Reward teams to enhance the customer service delivery model. Teams come to the Lab to work on real business challenges. It isn’t a formal training session. And it isn’t a typical working session. No incentives. No rigid agendas. No sitting back.

Why is it valuable to you?
Over the last few years our team have facilitated a number of sessions which have enabled Mobility, Talent and Reward professionals to identify with the assignee and business/HR stakeholder, spot the critical scenarios which strengthen the working relationship and take appropriate actions based on the business personality (or chemistry). Our high energy environment drives a philosophy of customer service and provides a platform to be included in the overall learning architecture.

Moments that matter

First we must identify the critical “moments” between the Mobility, Talent and Reward teams and its customers (HR, assignees, business). The foundation for effective customer service is built on and strengthened by a mindset that looks for the moments that matter.

“The Lab has created a long lasting buzz in our team. Everyone is talking about it – I can’t stop trying to 'hunch' someone’s business chemistry when I first meet them.”

• When we create an exceptional experience during these moments, our reserves of “relationship capital” quickly swell.
• When we handle these moments poorly, we dip into our savings – and sometimes drain the account entirely.
• And when we approach these moments in an ordinary, “in the box” way, nothing much changes.
• For each moment there are smart moves to make. The Lab prepares teams to adopt these behaviours.
Business Chemistry

Once Lab participants are able to spot the critical “moments” and choose the appropriate “move” to make, we turn the attention to the “business chemistry” of ourselves and others, recognising the impact of our work personalities on how we can respond to these critical moments.

Approach

The session will enable the organisation to achieve their desired assignee experience and business partnering goals and will allow Mobility, Talent and Reward professionals to move to a more consultative approach to customer service delivery, in response to the ever changing demands of the Mobility, Talent and Reward teams.

“We will now be able to build better relationships with our stakeholders and leverage this to optimise our Global Mobility, talent and Reward programme.”
What to expect from the day

**Lab set up**
- Understand your requirements and objectives for customer service delivery
- Agree participants to attend the Lab
- Design tailored agenda to ensure the Lab delivers value required
- Prepare customised invite to send to participants
- Participants to complete Business Chemistry survey and download their customised report
- Review Business Chemistry results
- Prepare Lab material customised to your objectives and requirements

**Customised Lab delivery**
- Deloitte facilitated Lab delivery by independent specialist
- Discuss Moments that Matter
- Practice “The Moves” framework
- Understand the do’s and don’ts for each personality type and learn how to flex your style

**Ongoing enhanced customer service**
- Reference materials and guidance to take back to the office
- A platform to include in your learning architecture
- A move toward a consultative approach for Global Mobility, Talent and Reward
Case study

Overview/Objectives

Our client is currently reviewing and developing its training architecture to enhance the customer service delivery model, as well as build on their mobility and policy fundamentals. The client had asked for assistance to develop and conduct customised customer service delivery labs to enable their customer experience goals. The intention of these labs is to help the International Mobility (IM) team identify opportunities to improve customer service, build relationships and identify ways to provide value-added services.

Key benefits

- Common understanding of effective customer service for our client’s IM advisors
- Clear and common action plan to achieve customer relationship goals
- Value-driven teams that creates meaningful interactions with the client’s customers
- Tools and resources for the team to use on an on-going basis and monitor customer service effectiveness

Key activities

- Prepared and designed UK pilot Lab (including approach, agenda and workbook) with 12 participants
- Developed communications and pre read materials/exercises
- Amended training materials to incorporate pilot feedback
- 3 subsequent sessions held with over 65 participants and 1 further lab to be held in the US

Results

- Workshop agenda and workbook created for each session
- Deloitte facilitated pilot MtM Lab and 3 subsequent sessions with summary of output
- 4.8 (out of 5) rating based on feedback from over 65 participants
- MtM included in learning architecture for all mobility professionals
- MtM materials produced to embed within culture e.g. posters and flags
Key contacts

For further information about the Moments that Matter and Business Chemistry Lab please contact one of the following:

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Notes