



My supervisors, processing staff and Debt Recovery staff attended David's motivational workshops, which they all enjoyed. This was a new concept for me but felt a different approach was needed. My Debt Recovery staff were demotivated, working in different directions and weren't working as a team which was coming across to the customers and the rest of the office.

I had tried a number of different approaches to raise their game but they didn't work - one of my reasons for a change in direction. They attended this workshop though some made it plain they didn't want to go - but what a transformation when they came out all of the team came back smiling, re-energised and positive.

I wanted to capture the moment to move the team forward so I met with the team after a few days of the workshop taking place I can only say WOW! What a difference in attitude. Staff realised their performance was not good and wanted to move forward. We have worked together to make changes within the office and I feel proud of my team they are now motivated individuals, with a positive attitude and they are now working as a team should.

As a result of the difference David's training had made all staff have now attended the workshops, which David designed to suit each group. What a difference this has made staff are happier and motivated, attitudes have changed YES even negative staff are now positive and performance has significantly improved.



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