

The Young Group

I ran my first training programme for the Young Group in 2005. One of their employees had worked for a different organization where I had delivered training and recommended me to the CEO. It was a one-day programme positioned around customer service excellence; due to the positive feedback, I have been retained to work with them ever since on a monthly basis, delivering training throughout their organisation.

Initially we were meeting each quarter to identify the training needs of the organisation and designing a schedule of programmes that were delivered to the whole company or specific departments within the organisation. We have now developed a training strategy that encompasses a 2 year rolling training plan with bespoke programmes designed to meet the individual training needs of the different departments and team roles.

The Young Group monitor their performance via a sophisticated customer listening system and there is a real passion within the company for excellence and delivering amazing service; this has been recognised by the achievement of 20 industry awards, this year ranging from Best Lettings Agency, London, at the International Property Awards to Best Customer Service at the Times and Sunday Times Lettings Agency of the Year Awards. I feel privileged to be working with such a dynamic company and to be supporting them in growth and development.

The Young Group – CEO

"Lisa has been training our staff for about 10 years – she has had a fundamental impact on the growth of our business. She is a key partner, with whom we discuss the future direction of our business; she is a great sounding board, and her training programme helps us achieve our business goals. It takes a lot to impress me and recommend to others."