

## CASE STUDY

# Foundation Academy Mandarin Cohort



### THE CHALLENGE

As every member of my team has many and various new projects to develop and manage, we need to co-ordinate with multiple departments on products, quoting, sampling, etc. Our team members used to communicate with each department separately. It ended up taking a lot of time and hard to reach a consensus.

### THE ACTION

Through better communication skills learned from the Foundation Academy, we now have regular meetings with all the relevant departments. By actively listening and understanding each department's opinion, we were able to build consensus quickly, therefore each communication has more impact. Meanwhile, every department made an action list with a clear action plan, the projects involved were executed more effectively and smoothly.

### THE OUTCOME

As our projects tend to last a long time, and we have many projects, we will build a Project Development Form for each project. This way team members will review and update the action/status weekly, ensuring the timely completion of every development phase. The outcome is that shipment on time is always guaranteed!

### EFFECTIVE COMMUNICATION

Team Leader  
APAC, Global Business  
Service



### CONTACT US:

[solutions@welltraining.co.uk](mailto:solutions@welltraining.co.uk)



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