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COMPANY PRIORITIES.



DOCUMENTATION.

Documentation is a challenge within the service team. Provide team training and incentives to reinforce habits and quality of project documentation (image & video content).



BUSINESS DEVELOPMENT.

Generating new opportunities with key decision makers is a challenge due to inherent gate keeping structure. Provide ongoing targeted mentoring supported by documented service content.



MESSAGE CONTINUITY.

Consistency of message is a challenge due to autonomous teams working in different environments. Provide social engagement training to engage and reinforce company messaging.



TEAM ALIGNMENT.

In addition to incentives, constant feedback plays part in team alignment. Setting clear expectations and role specific training will see all team members involved in the end-to-end process improving teams alignment.



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WHAT SUCCESS LOOKS LIKE.



DOCUMENTATION.

Service team will understand their roles and pro-actively deploying new skills to support sales and content documentation process. Service team will be engaging with incentive program.



BUSINESS DEVELOPMENT.

Sales members will have a clear understanding and direction to deploy digital communication training. Articulating a clear external message and successfully developing new relationships/opportunities with new prospects online.



MESSAGE CONTINUITY.

Participation in online contributions, the wider team will be engaged in company sales messaging. Service team members will have a clear understanding how to reinforce this message with continuity to onsite clients.



TEAM ALIGNMENT.

Members will be engaging and participating in team incentives program and actively providing internal feedback. Teams will be more aligned and transparent in their daily activities.



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