



Colouring outside the lines

Description

The Branch Network Team leaders were recently treated to a fun, insightful and entertaining Team Leader Conference at the Ramkiki Lodge in Ruimsig, Gauteng.

Team leaders from Bloemfontein, KwaZulu-Natal, the Western Cape, Gauteng and Polokwane came together to meet face to face for the first time in a very long time. The Branch Network Team has recently become part of Henk Badenhorst's structure, unifying the provider and member experience within Medscheme. It was such a delight to share experiences and challenges with the new General Manager in our space – and to have good fun with him too.



The attendees were treated to a colour therapy session by colleague Michelle Lees, winner of Finesse magazine's Nuwe Jy ("new you") competition. Colour therapy, also known as chromotherapy, uses colour and light to treat certain mental and physical health conditions. The exercise was one of introspection, exploring the colours you emit in your daily life. Each team leader was also given a picture of themselves at their desk, with world coordinates of their dream jobs (this they had to figure out via Google Maps) and the name of the song that most resonated with them.

Our CEO, Johan, joined the strategy session on day two. He spoke of the personal legacy we should strive to leave and aimed to stimulate a new way of thinking. Conversations ranged from discussing the future of service and how to avoid member frustration, to teaching people to fish.

The conference echoed sentiments that the world is already a difficult place to navigate – but that's why we need to help our customers. Assisted servicing is the new frontier.

The three days ended on a high note as everyone packed up and went their respective ways. In our new virtual world, it was an absolute pleasure to meet our colleagues in person.

Category

1. Our Business

default watermark