



Extraordinary contact

Description

Real leadership means inviting key people on a mission to do something extraordinary together – and that’s exactly what the Provider Contact Centre leadership team did at a recent off-site strategy workshop.

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The team met to brainstorm ideas (and have some innovation-inspiring fun) around improving the work culture in the department.

The aim was to motivate employees to be more purposefully engaged and efficient by empowering and educating healthcare providers around digital ways of working through the recently launched (and much-anticipated) Provider Portal.

Category

1. Our People

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