EMPOWER DEVELOPMENT

5 QUESTIONS

LEARNING OUTCOME 5 – UNDERSTAND THE IMPORTANCE OF KEEPING ACCURATE AND CONFIDENTIAL RECORDS WHEN DEALING WITH CUSTOMERS AND LEARNING OUTCOME 6 - KNOW HOW TO MANAGE OWN WORKLOAD AND TIMES TO MEET BUSNESS REQUIREMENTS AND TIMESCALES

FCA REQUIREMENTS FOR MI
- ✓ Relevant
- ✓ Accurate
- ✓ Timely
- ✓ Acted upon
- ✓ Recorded

WORKLOAD FACTORS
- ✓ Telephone calls/emails
- ✓ Information technology (IT) systems
- ✓ Nature of the work
- ✓ Seasonal variations
- ✓ Colleagues' absences
- ✓ General distractions
- ✓ Personal issues
- ✓ Workforce management
- ✓ Workflow management

RECORDING DIFFERENT TYPES OF COMMUNICATION
- ✓ Emails/letters/faxes
- ✓ Conversations either face-to-face or by telephone
- ✓ Formal meetings

STEPHEN COVEYS SEVEN HABITS
- ✓ Be proactive
- ✓ Start with the end in mind
- ✓ Put first things first
- ✓ Think win/win
- ✓ Seek first to understand, then to be understood
- ✓ Synergise
- ✓ Sharpen the saw

IDEAL FILE RECORD
- ✓ Date
- ✓ Organisation's reference
- ✓ Customer's reference
- ✓ Name of the other party
- ✓ Policyholder name
- ✓ Summary of the key points of the conversation
- ✓ Signed and dated

CLIENT CONFIDENTIALITY
- ✓ Financial implications
- ✓ Brands and reputation
- ✓ New business and customer retention
- ✓ Fair treatment of customers
- ✓ Business confidentiality

BENEFITS OF KEEPING ACCURATE RECORDS
- ✓ Customer service
- ✓ Positive customer outcomes
- ✓ Efficiency of the organisation
- ✓ Fulfilment of legal and regulatory obligations
- ✓ Organisation's financial position
- ✓ Resolution of complaints

EMPOWER DEVELOPMENT