

CHALLENGE

With incredible results by partnering with RightNow in the sales function of their title organization, Title Company E now wanted to focus on developing the leadership of the branch managers regionwide.

RIGHTNOW APPROACH

Often times, top performing escrow officers are promoted to branch management without given the proper development and nurturing of skills to lead, inspire and manage a profitable business. RightNow worked directly at this **branch management level** in a program designed to help branch managers gain responsibility for driving and managing growth from within their branches.

RESULTS

In conducting a series of trainings monthly with managers from eleven counties within the region, three core objectives have been identified:

- Leading branch growth in market share, profitability and client retention ,
- Fostering a positive teamwork environment by building a stronger, happier and motivated branch,
- Leading, inspiring and managing professional sales growth with individual employees—from recruiting, hiring and training new employees as well as the art of retaining seasoned quality professionals.

The branch managers have now been able to take what they have learned, and incorporate it within their own branch's success. The employees are now working together to build a positive environment that thrives as the business thrives. Managers now focus on leading and inspiring their teams, as well as ongoing management of a profitable branch.

“This really exceeded my expectations. It was very inspirational and motivating.”

Branch Manager, Title Company E

To schedule a personal consultation on how you too may achieve the above results, please contact Kirsten Wanket at kwanket@rightnowconsulting.com or the phone number listed below.

RightNow Business Development Systems
1350 Treat Boulevard, Suite 560
Walnut Creek, California 94597
p 925.977.3400
f 925.944.7010
www.rightnowconsulting.com

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RESULTS

Implement the
practices
that
increase sales,
capture market share,
and
ensure continuous
growth