

# Aligning Dispersed Teams & Empowering Customers

## The Power of Shared Experience and Continuous Learning

### The Situation

DSV provides and manages supply chain solutions for thousands of companies with a customer-centered commitment that lives at the intersection of growth, operational excellence, and people potential.

To take its commitment to the next level, DSV needed to invest in its customer-support talent as well as the leadership and human resources teams that supported their success.

DSV reached out to Dale Carnegie seeking a partner that could provide a solution that was different from traditional self-paced and on-demand training. They needed something that would allow their dispersed teams to connect and collaborate across offices and truly engage with sustainable skill development opportunities on a schedule that worked with their demanding roles and responsibilities.

**“We had a specific need, and Dale Carnegie didn’t just give us blanket training. They came in and they listened! They put a program together based on what we were telling them.”**

Matthew Parsons  
Director of Human Resources



### Customer Satisfaction

**An increase in customer satisfaction resulting in multiple customer awards.**



### Learner Engagement

**Top-tier learner engagement, utilization, and program completion.**



### Team Collaboration

**Increased team collaboration and community across dispersed offices throughout COVID.**

# Aligning Dispersed Teams & Empowering Customers

## The Power of Shared Experience and Continuous Learning

### The Solution

**Collaborative:** DSV chose to take a comprehensive approach and offer a live online subscription to its Customer Service, Leadership and Human Resources talent to encourage more unified teams, cross-collaboration, and productive alignment.

**Engaging:** The learning subscription was designed to develop a variety of core competencies the DSV teams needed to succeed through highly interactive, social learning experiences led by a live online instructor.

**Flexible:** The robust and flexible program offering gave DSV's dispersed employees the ability to attend training and collaborate with their peers without having to step away from the real-time demands for customer and team support.

**“One of the most powerful results we saw was this expanded bubble of ideas and the strengthening of our team through the shared learning experiences.”**

Christie Craig  
Senior Manager, Training and Development

### Challenges

- Teams are geographically dispersed across the region.
- Talent must be physically present to be effective and productive in their roles.
- DSV is a fast-growing and fast-paced company experiencing a lot of change.

### Solution Details

- A robust, flexible, and accessible program schedule.
- Live online trainers with real time coaching and social learning.
- Easy-to-access learner progress reporting.
- Administrative support and guidance.

### Results

- Higher customer support and Satisfaction
- Increased employee collaboration and productivity.
- Top-tier learner engagement and completion.
- Increased resilience and higher engagement through the COVID crisis.