Case Study: DSV

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.
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.

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.

“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