

## **EnergiseLegal case study**

### **Firms/Human Resources/Talent Management**

#### **Returns Support**

##### **The Brief**

- To redesign an established and popular Returns programme for the digital age, originally a 2-day residential course, which evolved into a 1 day workshop.
- Modernise the approach to be more inclusive and use digital channels as well as face to face, to support a greater number of Returns, and be more cost effective.

##### **Our Role**

- Needs analysis from reviewing feedback from previous programmes.
- Market research to understand the latest best practice for Returns' support in the UK and internationally.
- Our recommendations to meet Returner needs in a fast-changing market.

##### **The Result**

- Relaunched Returner programme updated for the digital age.
- New webinars on emerging topics.
- Positive feedback for the relaunched programme and approach.