



# Bartercard streamlining communications, employee recognition and operational efficiencies

Since implementing World Manager what changes have you seen in your business?

The main changes would be streamlining our communication rhythm and creating efficiency across the business. Previously we received feedback that staff felt overwhelmed with too many emails, whereas, now they can manage when they check their messages, which is important in effective time management.

Not only do we save time, because we are communicating less, but the quality and delivery of those messages is better. This centralisation has been a positive change across our branches nationally.

### **What is your favourite feature of World Manager?**

It would have to be the e-learning tool! We love that our training is easy to access and can be completed anywhere, at any time. Our “Welcome to Bartercard” induction training has been fantastic and is instrumental to the onboarding process. Knowing that new team members have completed this training before they reach the field, gives us confidence that they are fully trained in the Bartercard way and will represent our brand accordingly.

### **Has there been any feedback from users?**

Yes, we have had some great feedback. Our field managers can now feel confident that they are accessing the most up to date versions of our documents and they know they find everything in the one place. There is no confusion where to look; they always have access to the platform, especially while they are on the road which is a huge benefit to our teams.

### **Any other benefits you'd like to mention?**

At Bartercard we are all about recognising our staff for a great job. B-Hive has given us the tools to be able to shout out individuals each week and share it with the entire network, congratulating staff on their achievements. We used to send an email to their manager, and to be honest, we couldn't be sure if the message was delivered or not. By posting it on our platform, the person is recognised by their peers for doing an outstanding job.