

## Jen Sangster– Unleash your potential

**Jen Sangster, Standards and Insight Manager in Complaints, Strategy and Insight**, shares her tips on prioritising development and celebrating successes during the year to support her team's performance and growth.

Jen's role involves looking at the root cause of our complaints, identifying patterns and then take the learnings and feed them into the relevant business areas, which are Wealth, Vulnerable Customers, Power of Attorney, and Probate and Bereavement.

As a people manager Jen focuses on driving her team's performance and development to deliver on team and individual goals.

*"Last year I was on secondment in HR and worked with the Performance and Reward team. That experience has really helped me have a laser focus on performance and development – both for myself and my team."*

### Simple conversations >>

*"This can just be a simple conversation but it's so important as it helps us both get clarity on the direction someone wants to go in, which makes it much easier identify learning resources or find opportunities and projects through the role in line with their goals and development."*

At Santander focusing on our development is an important part of our people deal, helping us and our teams to **unleash our potential**.

*"I like to celebrate successes in the moment – for example, I'll send my team a message on Teams after they've presented in a meeting to say it went well."*

*"Feedback works best in the moment as it's more relevant and you can start to take action from it immediately."*

