

Real Talk Studio, in the wild.

Three teams. Three conversations. **One platform.** A snapshot of how organisations are using Real Talk Studio right now — not theory, not a feature list. The actual conversations their people are practising.

Centrient Pharmaceuticals

PHARMA · GLOBAL
MANAGER DEVELOPMENT

"How do I give the feedback — and how do I take it without flinching?"

A global pharmaceutical organisation with distributed managers and a strong technical workforce — but a familiar gap between knowing a feedback model and using it with a real direct report. Centrient's managers now **rehearse the conversations before they happen**: delivering uncomfortable feedback to a strong performer, and receiving feedback themselves without flinching or defending.

PRACTISING

Giving and receiving performance feedback

WHO

People managers across functions and geographies

OUTCOME

Consistent feedback quality across distributed teams — less avoidance, more practice before it counts.

OVO Energy

ENERGY · UK
VULNERABLE CUSTOMERS

"The bill she can't pay — and the conversation that decides what happens next."

OVO's contact centre teams handle conversations where the stakes are real: a customer in arrears, sometimes vulnerable, often distressed. Get it wrong and the cost is human, regulatory, and reputational. Agents now **practise these conversations in simulation** — affordability, payment plans, signposting to support — before they take the call.

PRACTISING

Billing conversations with vulnerable customers

WHO

Contact centre agents and team leaders

OUTCOME

Evidence for regulators that agents are equipped to handle vulnerable conversations — not just trained.

Mews

HOSPITALITY SAAS
HIRING MANAGER SKILL

"The interview that's fair, structured, and actually tells you who can do the job."

A fast-growing hospitality SaaS scale-up hiring across multiple geographies. Mews' managers were interviewing inconsistently — varying questions, varying standards, with cost showing up in mis-hires. Hiring managers now **practise structured interviews with realistic candidates** before they face real ones — probing for evidence, handling pushback, applying the same bar every time.

PRACTISING

Structured, equitable interviews

WHO

Hiring managers across functions

OUTCOME

Confidence and consistency in hiring — a fairer process, a sharper bar.

● TRUSTED BY TEAMS WHERE CONVERSATIONS CARRY CONSEQUENCES



These are three of the conversations Real Talk Studio is being used for right now. **What's the one you people aren't ready for?**

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