

## Case Study

# Hewett Recruitment



WhatWhenWhyHow Ltd

## Objectives

- \* To increase communication and performance between teams
- \* To understand each others styles and behaviours to increase relationship building
- \* To upskill team ready for growth
- \* To increase sales and relationship building

## Everything DiSC Workplace changes the way we recruit

Hewett recruitment are an established recruitment consultancy which prides itself on creating a "recognisably better service" for its clients and candidates. They have a supportive, fun and high performing culture. They invest in their team and people development to maintain the culture and service. In fact the people that make the business so great often say they feel like part of the Hewett family.

In 2014 Hewett recruitment revisited their strategy for future growth and sustainability. This meant that they would be expanding their team, their markets and their board.

The positive and rewarding environment meant that many of the team had been there for their whole careers, and some had been there from

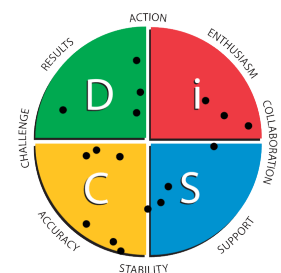
the beginning. Now, in growth mode, new members of the team were entering.

***How can Hewett Recruitment maintain a supportive yet high performing team in a period of growth and change?***

We worked with the leadership team to really understand what their aims and objectives were and to design a solution that would support their strategy.

The requirement was to create a development programme that would create a common approach, language and appreciation of all team members. Due to the nature of the business, the teams would not be able to go as one whole complete unit.

We created a flexible series of team



## Everything DiSC workplace

days that worked around their busy schedules using everything DiSC workplace.

The programme and our expertise in delivering transformational workshop's allowed them to connect, appreciate and value their colleagues during the day, and into the future.

## The solution

All of our workshops and Programmes are led by trained coaches and facilitators, who create an open, forward focused and challenging environment

Creating a series of workshops in the style that WWWH is founded on, we allowed the team members to feel

safe and empowered in sharing their own strengths and weaknesses. The team worked together to support and help each other grow.

Everything DiSC workplace was the perfect tool for the team to understand themselves and their colleagues..

DiSC is based on 4 key behaviours, with each participant completing a 20 minute assessment which creates a rich, detailed report of their own unique style.

Combining the tool with the expertise of WWWH, a transformative and impactful experience was delivered.

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**“With a new  
found  
understanding  
and appreciation  
of your own style  
and the styles of  
others around  
you, workplace  
relationships  
become more  
harmonious,  
more effective  
and highly  
productive**

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## The workshop

We tailored the day around the profiles of the team members. With many active learners, and a couple of reflectors, it was important to balance experiential learning with time to embed and reflect.

We asked team members to really analyse and embody the extremes of the behavioural styles and to understand how working with those styles makes them feel.

Throughout the day we underpinned key learnings with strategies and plans to take back into the workplace



**The levitating pole helped lock in the natural behavioural style in a fun and engaging way.**

## The outcome

Well everyone had fun, which was a key objective. More than that though, the transparent and easy to understand format of everything DiSC meant that team members quickly understood the working styles of each other. They replaced misunderstanding and judgement with clarity and valuing each others differences.

The honest conversations that came

from facilitated discussions really helped move the team forward into a new, committed, way of working.

The team culture report helped the leadership team to identify how to engage, motivate and manage performance more effectively.

We continued to support the leadership team in embedding the behaviours and change the way that they approached performance manage-

ment

Hewett Recruitment have embedded DiSC into everything they do. In fact, now, during their own recruitment process, they ask WWH to facilitate the reports to create a balanced, highly effective team.

In fact one team member said that this has been the best training they have ever had.



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**“wwwH really took the time to get to know our business, what they offer really isn't off the shelf... they deliver the real added value that helps differentiate our people” Laura Hewett**