

Kingswood

Case Study



WhatWhenWhyHow Ltd

Objectives

- * Team members to understand the strengths and weaknesses of their team and to harness that for results.
- * To understand the goals and priorities of each other and understand how they impacted and supported the overall team
- * To create an environment where each member could form relationships and connections, fast tracking the team building dynamics
- * To create a sustainable team where they could solve business problems together and work effectively towards results

Team transformation in hours

Inspiring Learning is a UK based, but internationally focused business that delivers residential outdoors learning experiences.

The Sales and Marketing lead team had seen a number of restructures and changes in management over recent years, but entered a phase of stability. However, the team were based nationwide and had a wide remit, from product, marketing, international, group and retention. Some team members were fairly new, others had been at the company for many years, but under different directorates,

This resulted in a group of talented individuals successfully working on their own priorities and goals, but not yet working together as a cohesive team.

In fact, some goals and priorities seem to work against each other, rather enhancing performance.

To enter a new phase of the business strategy, Inspiring Learning needed the team to work cohesively, using each others strengths, knowledge and ideas together.

The lead team needed more than a simple team building day. They needed a transformational solution that would help them to form a team quickly, and to solve business challenges together.

As with all clients, we take the time to find out what is at the heart of the dysfunctions and to create a value added experience that meets their objectives.

Our recommendation was to use the five behaviours of a cohesive team as the foundation of a robust, deep and transformative programme.

The single most untapped competitive advantage is teamwork.



The solution

As a professional coach, experienced leader and certified facilitator, Lucy Barkas created a 2 day programme to help the team members step out of their comfort zone.

WWH creates a safe environment for clients to take their learning a little deeper and agree on a new

strategy and way of working for the future.

Initially the team members explored their strengths, weaknesses and preferences using DiSC, with guided discussions and activities to bring the learning to life. Then the team worked through their Five Behaviours

report and through each behaviour.

We had some staged conflict, some personal histories bean bag moments, and created a feedback chain.

We created an elephant in the room discussion and created commitment, accountability and ultimately a plan.

"If you could get all the people in an organization rowing in the same direction, you could dominate any industry, in any market, against any competition, at any time."



The approach

For most people, we learn how to do the job, how to manage teams and how to lead teams. We don't learn the skills to DO teamwork, or even how to BE in a team.

We know that teamwork is a strategic decision and needs constant work and commitment. So was the basis of the programme.

Guided through each behaviour, embodying it, before moving on.

We return to our clients after 3/6 months and help them to celebrate their successes, and openly discuss the areas that are holding them back.

The outcome

Transformational to say the least.

At 10am on day one, a group of 5 talented, professionals walked into the room, guarded and with little trust between each other.

Within a couple of hours the guards came down and they displayed courage and deep commitment to the programme and to each other.

By the end of day one, they had been more open and honest with each other than they ever had in a team before.



"If we don't trust one another, then we aren't going to engage in open, constructive, ideological conflict."

Lencioni—the five dysfunctions of a team

By the end of day 2, a close, strong, unified team existed. They had made a plan, and created a strategy together. Their focus and clarity had been sharpened.

The team understood each others strengths and weaknesses. They appreciated each others differences and styles. They also shared their histories to help others understand their motivations and experience.

They now embrace tackling the elephant in the room, as they know that

holding back is not in service of the team.

They are results orientated professionals who now feel they have the ultimate competitive advantage—teamwork.

"The best training I've ever had", "I feel energised"

"(WWW).. Created a safe environment for the team to be open and genuine with each other"



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"Had a really fantastic two days! Thoroughly recommend WWWH to any team. Real focus, time to reflect and create a cohesive, collaborate team plan. By the way every team needs a bean bag moment"