

Case Study

Team Event – Launching the New Approach

Late in 2008, the Director of Programmes at a Funding Organisation called in Business Jigsaw to help. She and the senior management team had been developing a new approach to managing programmes of work in the organisation and they were ready to formally launch this with the whole team.

We worked with the Director to establish what she wanted the launch event to achieve, and designed a day to meet those objectives. As with any change management situation, clear explanations of the reasons for change, the principles and the detail would all be shared. There were several opportunities to discuss and ask questions, and to make suggestions for implementing the changes. Having an external facilitator for the event ensured that everyone could participate and that the objectives of the day were achieved, within the timescale.

A big part of the new approach was that behaviours would need to change, as the team structures and roles would change. With this in mind, the day included the preparation of Personal Profiles for each participant, based on the Insights model of personality types. This highlighted the different working styles of the team members and the need to understand these when communicating and influencing.

The end of day evaluation demonstrated that its objectives had been met: *"How well do you feel you understand what we are trying to do in the new pilot scheme?"* scored an average of 8 out of 10 and *"How committed and motivated are you to supporting what's been discussed today?"* scored 9 out of 10.

To follow up on this success and to ensure that the new way of working would be supported, a range of follow up actions were agreed:

- The senior team took away a raft of ideas and suggestions to incorporate into the plans.
- The Programme Managers were given further coaching in how to use the Insights profiles to aid decision making and influencing, as well as a short 1-1 coaching session highlighting the development areas that the profiles had identified for them.
- Review points were agreed to assess the effectiveness of the new approach.

For more information on how Business Jigsaw can help in your organisation, contact Hilary Young at hilary.young@businessjigsaw.com or on 07960 536188.