

“Great event, great facilitator and great result!”

The client had been working to move the existing team he inherited to a true team that shared the same principles, values and focus so that it would ultimately become a high performance business operation. The team, made up German, French and British and located in those countries, had issues around different personalities, different cultures and communication which continued to hold it back.

The client wanted a team event that would enable these barriers to be identified and dealt with and for team cohesion and focus to be strengthened.

Initial discussions between the client and Tony Hendry concluded that a two-day, team development event, off-site would be appropriate. There was a possibility of integrating this event with their regular team briefing.

The following outcomes were agreed

By the end of the event, participants will have

- A more precise focus than previously
- Developed more supportive personal relationships
- Greater clarity on their own and others' roles and responsibilities and what others expect of them
- Clarity on what they expect of others in the team and of those who interact with it

And will have agreed

- How best to communicate on progress and problems
- How best to work with others so as to gain maximum benefit from the talent available
- Next steps to apply their resolutions

A detailed design and running order to achieve the outcomes was agreed with the client and the event took place over two days in Munich facilitated by Tony Hendry.

Two months after the event, the client gave the following feedback:

On arrival as the new manager of the team, there was no such team but rather a selection of people working in isolation without any shared values, objectives or relationships. Whilst we made significant progress last year, I was always looking for an opportunity to truly bring the team together and create a high performance environment.

The two-day event created and facilitated by Tony has had a significant impact on the team and individuals have now become proper team members. There is much more of a bond between team members with sharing of information and mutual support which has been more apparent when left alone to do so rather than by encouragement from the manager. There is a greater understanding of personalities between the team which has meant instances of conflict are less and working relationships are much improved, in addition to an openness about how each other wishes to be treated and the respect given to them.

In a challenging business environment with pressure from customers on such a small team, the ability to 'get on and achieve' without constant guidance and a motivation to deliver as a team is at last showing itself. Whilst we have some way to go, the team now are the drivers of their future not the manager and this is the foundation we needed to build to position ourselves ready to move forward.

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