

# case study

## bank x



### Programme Title:

PRIDE – Personal Responsibility in Developing Excellence.

### Organisational Context:

Large department with 5-6 teams delivering product solutions for the business. The team had just emerged from a period of change and identified the need to reconnect and communicate more effectively as one whole department in order to deliver their expanding brief for the business.

### Sample business issues:

- Historical lack of team development as a department with poor communications across teams within the department
- Some “Scars” from the recent rounds of reorganisation
- Need to deliver more with less
- Increasing demands from customers that required new ways of working. (Specifically working across the teams in the department to deliver a solution for the client).

### The solution:

- Detailed design
- Development of a core department language and process around developing and managing teams
- Provision of detailed feedback on personal preferences and motivators using leading edge tools and profiles
- Facilitated relationship theory sessions aimed at developing and strengthening relationships within and outside of the team
- Internal complimentary programmes designed to anchor the learning and change.

### Programme interventions:

- One day design
- ½ day classroom session per team utilising the TMSDi tool ([www.tmsdi.co.uk](http://www.tmsdi.co.uk))
- Internal one to one feedback sessions between each member of each sub team utilising the content of the TMSDi reports (led by team leaders)
- 1 day workshop equipping the teams with the tools and understanding to:
  - develop first class relationships (\*Personal Learning Styles & Motivators)
  - develop personal skills and team capabilities through the Anchoring to Habit© methodology
  - develop high performance teams against Mission’s High Performance Team methodology (CCI©)
  - manage change more effectively as a department.

### Programme Content - Theoretical Input:

- TMSDi ([www.tmsdi.co.uk](http://www.tmsdi.co.uk))
- Relationship Theory
- Mission’s High Performance Team Methodologies (CCI©)
- Leading Self and Others Curriculum (LSO©)
- Metaphoric reinforcement from facilitators.

### Activated by:

- Off site delivery
- Operational examples drawn from the teams’ recent experience
- Live projects and objectives established to test the learning
- Facilitator’s unique experiences ([www.missionspeakers.co.uk](http://www.missionspeakers.co.uk))
- Robust theoretical models and case studies drawn from TMSDi and Mission’s archive.

### Notes:

Programme being rolled out to other departments in the organisation based upon programme success.

### Results:

- Exceptional qualitative feedback
- Significant rises in % satisfaction within department from initial baseline measurement (Organisational Satisfaction Surveys conducted annually) 60% increase in competence following the programme.



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