



case study

multinational retail organisation



Programme Title:

Accelerating Team Performance.

Organisational Context:

Large team of 24 people charged with servicing a major high street brand who were looking to anchor their understanding of team and individual preference and behaviour through the PRISM team management tool, in order to improve internal communication and related levels of customer service to their client.

Sample business issues:

- Inconsistent team vocabulary and understanding of personal motivators and their effect on behaviour.
- Time lost in forming and reforming delivery teams due to a lack of process and insight into how individuals like to contribute in different ways to the achievement of core team objectives.

The solution:

- Detailed design
- Pre programme PRISM accreditation for team leaders
- Whole team PRISM profiling and dissemination of results (internal workshop)
- Yacht based experiential programme
- Follow up and review.

Programme interventions:

- One day design
- PRISM profiling tool accreditation and profile completion
- ½ day Internal workshop to facilitate basic understanding of the PRISM feedback to the whole team
- 36 hour yacht based programme designed to activate the use of PRISM in a challenging environment
- ½ day post programme review
- Refine internal processes to reflect PRISM vocabulary and understanding.

Programme Content - Theoretical Input:

- PRISM profiles
- 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)
- Robust theoretical models
- Case studies drawn from the PRISM and Mission archives.

Notes:

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

Results:

56% increase in competence in utilising the PRISM model for facilitating greater team performance.



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