

Case Study: Improving Team Performance

Client Sector: Entertainment & Media

Number of days: 12 days in total

Objectives: To develop and improve interpersonal and communication skills, leading to enhanced team working and greater cooperation in the department.



Working 1-2-1 with each team member, Perceptions Coaching delivered the objective by focusing on individual coaching to move the team forward. Particularly working with the Team Supervisor – who was newly promoted – to develop improvements in confidence and deliver a swift change in behaviour.

The results were as follows:

- **Improvement in the team's performance to deliver their objectives**
- **Enhancing working relationships – as a result of improved communication**
- **The Team Supervisor was more effective and efficient at delivering team performance**
- **The team had more confidence when dealing with clients**

Quotation from Vice President of Stadium and Arena Group: “Delivering excellent customer service for a multi-million pound project, in a challenging environment has, at times, been demanding for the team and the line managers involved. As a result of working with Perceptions Coaching, there has been a marked improvement in the team's performance and in our relationship with our clients. The communication across the team has improved, the Team Supervisor is more self-assured and is able to delegate more easily. Most importantly, the team now recognise the need to develop every possible opportunity to innovate and to deliver exceptional customer service”



Quotation from Team Supervisor: “The coaching has helped me to recognise and identify areas to improve and I am more comfortable about delegating to my team. I have noticed working relationships are better as a result of the coaching and feedback from my line managers has been good and they have noticed the improvements I have made – which feels great. I now have more time since delegating tasks to members of my team and I have found members of the team more responsive and find me more approachable”.

Contact us today to improve your team performance.....

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