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SITUATION

- ✓ Subsidiary business owned by one of the top-4 supermarkets in the UK
- ✓ Team of 14 Front Line Managers with new members of the team, multiple shifts
- ✓ Labour cost running at £300k adverse YTD (Aug.)

REQUIREMENTS

- ✓ Bring the team together so they are focused on the main objective
- ✓ Create a sense of teamwork so they can support each other
- ✓ Develop better leadership behaviours to grow the team

KEY SKILLS

- ✓ Team Leadership Training
- ✓ 5-dysfunctions of a Team
- ✓ Focusing on objectives
- ✓ Facilitating large groups of team development activities

CASE STUDY

FIVE DYSFUNCTIONS OF A TEAM WORKSHOP

Due to recent changes & promotions, the front-line manager team had some new members; some in management positions for the first time. At this time, the site had suffered through poor efficiency due to lack of focus and was running at £300k adverse labour variance for the year (in Aug.).

It was agreed to design and deliver a workshop based on 'The 5-dysfunctions of a Team' to quickly focus on the main objectives and improve performance.

The team undertook an initial assessment to ascertain a baseline with all elements of the dysfunctions being red except one – commitment. Over the course of a day, the team undertook training on the five dysfunctions and went through exercises to start to explore how we as a team could overcome them. The output was a single 'Thematic Goal' which was to be the main objective for the team for the following 3 months (pictured below).

Following the workshop, various people across the site noticed how much more 'together' the team appeared and it was clear they were focused on the goal. By year end, we saw a complete reversal of the adverse labour variance to around £50k favourable. A great result.

