



LEADERSHIP & EMPLOYEE ENGAGEMENT

- a case study

THE CHALLENGE

Values into Practice were invited to support a client during a time of considerable change. The aim: to increase employee engagement and productivity.

In achieving the aim the challenges included changing priorities and goals; restructuring a reduction in resources and all of the other standard issues that appear during times of uncertainty.

Achieving 'more with less' required Values into Practice to help employees become more resourceful and creative in finding solutions to their everyday challenges.

THE APPROACH

Values into Practice designed and facilitated a programme to support leaders in the business to develop a 'coach approach'.

The programme was experiential in nature, and it enabled the leaders to explore the look-and-feel of a 'coach approach' and how it would work in their everyday situations.

Values into Practice facilitators modelled the 'coach approach' throughout the delivery of the programme which enabled participants to see, feel and experience it in action at first hand – an immensely powerful tool.

The programme helped leaders to focus on sharpening their skills in listening, questioning, challenging and feedback, as well as developing their coaching skills as a whole.

THE OUTCOME

The approach has enabled an increasingly creative and resourceful workforce, one able to think in terms of outcomes but one able to develop a variety of alternate perspectives on issues and challenges.

The business leaders can now have different types of conversations with their people. They can resist giving 'the answer' to issues or challenges and create space for employees to think through their own solutions to the challenge at hand.

It has also given more confidence to leaders to deal with a new business model and ongoing changes in the external operating environment. Not having precedents to draw upon leaders are now working with their teams to break new ground. By effectively managing 'not knowing' together they are figuring things out, finding answers and their solutions.