

THE DESTINATION

Sticky Change was approached to work with an independent social research practice, initiated by concerns around staff morale, and reinforced by results of its most recent employee survey. It was agreed that the focus of the intervention should be on upskilling the management population in essential management practices and gaining buy in to the recently articulated mission, purpose and values.

THE INTERVENTION

We designed and facilitated a number of interventions:

- A 3 day development programme, held over 2 modules, for the management team. The members completed the Everything DiSC workplace profile to increase their self awareness and understanding of others. They refreshed the company mission, purpose and values and we upskilled them in a range of management skills, for example motivation, delegation and communicating effectively.
- A workshop that all members of staff were invited to attend to enable the employees to talk openly about their concerns, to gain their input into the new company mission, purpose and values and identify how the values translate into behaviours. To enable an open conversation, the management team only joined us for the final session in the afternoon.
- A follow up day for the management team 6 months after the training was completed and after the results of the latest employee survey were available. We celebrated the significant progress to date and agreed how to take the work forward, for the team as a whole and individually.

The feedback from the training workshops was very positive, as shown in the word cloud.

And to quote one participant – ‘wish we had you on speed dial’.



To quote the head of business development:

THE 'SO WHAT' FACTOR

So how has this helped the Company?

The employee survey results one year after our work started demonstrated a significant improvement - as seen on the table below. We wouldn't have the audacity to claim that they are entirely due to our interventions, but the management team does credit the Sticky Change work as being a catalyst for significant change within the company particularly driven by the changing behaviours of managers.

The management skills that the team are now focusing on developing are giving effective developmental and appreciative feedback, and managing and improving poor performance.

I strongly agree/tend to agree with the statement: % increase

I would recommend the company as a good place to work 26%

I feel valued 28%

Senior management listen to staff feedback 27%

Senior management will act on the results of this survey 36%

“Working with Sticky Change has made a real difference by both challenging managers to do things differently and also equipping them with new skills to make a change. Fiona’s enthusiastic style and capabilities to engage everyone was excellent. Also, her ability to flex the programme, when necessary, and provide relevant examples to respond to the “difficult” questions was amazing; demonstrating both her broad experience and insight to our issues”