

CASE STUDY

IMPROVING TEAM COHESION & COMMUNICATION IT AND TELECOMMUNICATIONS SECTOR

Client

The Emerald Group is a national organisation that specialises in business IT and Communications. The group is made up of two main businesses, Emerald Communications and Emerald IT and consists of a number of technical and non-technical staff based either in the head office or nationally.

Need

Emerald is growing rapidly and senior management agreed that an intervention was required to ensure all Emerald employees pulled together to improve workplace efficiency, and remain motivated and inspired during the busy growth period. Due to the nature of the business and the location of certain employees, Emerald was unable to release their staff from their duties for long periods of time. This needed to be taken into account when deciding upon an appropriate intervention.

Solution

Following consultation with Emerald and taking into account the time constraints, Arhine Solutions developed a bespoke two hour team development/building session consisting of a number of both individual and team activities. The activities were specifically developed to have maximum impact within the time limit and ensure communication was improved between team members, encourage team cohesion and inspire and motivate individuals.

Results

Feedback from the session was very positive and the Director of Emerald Group reported noticing an increase in the confidence of team members along with an improvement in the efficiency and productivity of the team. This improvement was due to an enhanced communication between individuals within the team, and an improved understanding of individual value and contribution to the overall organisational objectives.

“Jav took the time to understand our business before recommending an ongoing solution and this was crucial to the long-term success of the training. I wouldn't hesitate to recommend him for any team building or development training needs as he purposefully designs and tailors all exercises to your business to ensure you get the best value for money. He is also extremely personable and easy to work with!”

Sarah Windrum, Director, Emerald Business Communications Ltd