

“We need to get all our employees ‘on board’ with the need to change/ to welcome and embrace the changes we need to make.”

azure case study

PERFORMANCE THROUGH INSPIRATION

The Client: A key department within a Metropolitan Council.

The Issue: Facing a major change in workplace culture and working practices. The Department was on the brink of becoming an ‘arms length management organisation’ (ALMO) and facing the rigours of a Best Value inspection.

Changes included new working hours, different staffing patterns and new ways of interacting with key partners.

The Azure Solution: Following an A–E Analysis a programme was developed that provided training and support to assist managers cope with change and to overcome fear of change. A variety of Programmes elements ensured that this learning tackled both personal and team leadership related fears. Of primary concern was the need to facilitate the development of Leadership skills, about how to win people over and how to handle those who find change difficult.

The Azure designed and developed programme comprised of three modules and was delivered over three 2-day workshops supported with extensive use of one-to-one coaching.

The Modules were:

Making Change Happen. Focusing on the importance of clear vision and coping with the variety of reactions to change.

Leadership in a changing environment. Looking at different leadership styles and the skill of facing up to poor performance issues.

Developing flexible teams. Examined the dynamics of team management and how to ensure people work together to successfully achieve the change.

Client Feedback: “Feedback from managers who took part is the programme was very positive. New skills have been learned and, probably more importantly, managers are now aware of the cultural changes required to ensure our organisation makes the best of its freedoms and arms length status.

What we’ve taken away from the Azure Programme is a much greater understanding of the personal and leadership skills required in order to successfully manage it”.