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**Case Study: High Performing Teams**

**Client: Gazeley (a subsidiary of Walmart)**

**Overview:** Company success and business expansion increased the workload for the Finance and IT teams. The challenge was to provide a high quality service to both Gazeley and ASDA, whilst remaining efficient and cost effective. Team workshops were structured to build on the strengths and abilities of each team member, creating an atmosphere and culture of personal and team responsibility, within a happy working environment.

### Issues

1. Servicing new international offices required different data flow, processes and legalities; incorporating differences in culture.
2. The teams worked long hours, under pressure in response to the increased work load, which were delivered within tight deadlines.
3. The teams “did not know where to start” and became demoralised and tense.
4. A lack of time prevented effective communication with team members and to the business.
5. This resulted in a lack of awareness and appreciation from the business regarding the range and quality of services that were already provided.

### Results

1. Appreciation and focus on current resources, skills and “things that are good and work”.
2. Positive identification of improvement areas with realistic actions.
3. Team members aligned and connected. They became motivated and energised as they felt able to openly express concerns and find solutions together.
4. The IT team developed an awareness of other team members needs and were able to provide simple tools to speed up finance processes.
5. Realistic work priorities, identified support resources and coping strategies
6. A happy and motivated teams confident in their abilities. An awareness of their alignment and contribution to the company vision

## How were the results achieved?

### ASSESSMENT

Enabled a resourceful state



Developed strategies starting from an appreciative enquiry workshop.



The teams committed to behaviours and tasks that they would "START; STOP and CONTINUE"

### ACTION

Identified resource requirements



The teams learnt how to ask more questions, to qualify the urgency of business needs



Time management and identification of work priorities: "What is business critical?"

### FOCUS

Team members understood how they could bring out confidence, energy and commitment in others



The Finance Director participated in the workshops demonstrating commitment and care



Strengths and abilities were built on, creating an atmosphere of personal and team responsibility.

"In-a Coaching plays an important part in the continued success of our business. The energy and passion is infectious. They pull no punches and are able to give tough and useful feedback in a constructive way. In-a Coaching helps colleagues to formulate and implement personal development plans that help them to play to their strengths, realise their full potential and maximise their contribution to our business. In-a Coaching is respected and trusted by our people."

**John Duggan - CEO**

"In-a Coaching designed a one day workshop to come out with a practical plan to raise the performance of our finance team. The day was enjoyable and grounded with participation and energy levels much higher than I have experienced before in similar development workshops. The benefits have been apparent to me in terms of individual motivation of team members and practical improvements to processes. I'd have no hesitation in recommending In-a Coaching to other businesses"

**Richard Jones - Finance Director**