

# Case study: Elevating senior team performance at a leading transport planning consultancy



## Challenge

Our client, one of the UK's leading transport planning consultancies, with a workforce of over 120 employees across multiple UK locations, was experiencing significant expansion during and after the Covid pandemic. This required enhanced collaboration and strategic alignment amongst its eleven directors, each one holding diverse geographic or technical responsibilities, to effectively manage the expanding business and maintain the positive company culture.

## Solution

Thorne Coaching was approached to help address these challenges and proposed a tailored 12-15 month Senior Team Development Programme, as follows:

1. **Discovery:** This phase set the basis for tailoring the programme using DiSC® assessments to understand individual behavioural styles and preferences, and a baseline, anonymous self-assessment of the team's effectiveness against the Five Behaviours of a Cohesive Team® model.
2. **Transformation:** This phase comprised four half-day, in-person, practical workshops focused on activities aligned with the Five Behaviours® model. Each workshop was followed by smaller online group working sessions (3-4 people per group), designed to build on workshop topics and encourage collaboration, idea sharing, and problem-solving.
3. **Review:** This phase was dedicated to a further anonymous team self-assessment to evaluate the team's progress, and planning for sustained improvement.

## Results

- **Improved team dynamics:** The Chairman was delighted with the impact of the programme on team performance, stating, *"We are definitely working better as a senior team."*
- **Increased trust and effective conflict resolution:** One of the Joint Managing Directors reflected on our transformative programme: *"The journey that Mike has guided us through... has really helped establish increased levels of trust, reduce levels of conflict, and change that conflict to more constructive forms."*
- **Comprehensive, measured improvement:** The review phase revealed marked improvements across all dimensions of the Five Behaviours® model - trust, conflict, commitment, accountability, and results, demonstrating the programme's positive, measurable impact on team effectiveness.

## Conclusion

Our Senior Team Development Programme, uniquely tailored with the DiSC® and Five Behaviours® frameworks, has successfully helped our client through its initial post-pandemic growth phase. It has laid a robust foundation for the company's ongoing success and growth in a dynamic and challenging business environment.

At Thorne Coaching, we're proud to have facilitated this transformative journey, underscoring our commitment to enhancing team dynamics and leadership effectiveness. To explore how Thorne Coaching can help your team, contact Mike Thorne at [info@thornecoaching.co.uk](mailto:info@thornecoaching.co.uk).

<https://thornecoaching.co.uk>