

**Case Study:** Improving Team Performance

**Client Sector:** Environmental Services

**Period of Contract:** 12 weeks

**Objectives:** To improve the performance of an off-site team



Perceptions Coaching were contracted in to help with a key site based client where the lack of consistent management on site was of concern to the client. In addition the additional resources required to micro-manage the team were time consuming and this was a burden on the management team, putting pressure on their resources. The objective was to improve communication across the team, with the end-users and improve the profile with the site based client.

Perceptions Coaching were instrumental in:

- **Improving motivation and productivity of the team**
- **Enhancing the skills of the Supervisory team (IT, Communication, etc.)**
- **Cementing a foundation of good practice to build upon in future**
- **Recruiting a permanent site-based Manager**
- **Coaching the on-site team and new Manager**
- **Raising the profile of the contract with the client and with end-users.**

This allowed the management at Integrated to direct their teams resourcefully and efficiently to maximise their capability.



**Quotation from Integrated:** "We needed to bring in an external resource to help support our management efforts with a particular key client.

"The aptitude and calibre of the individual was important to us, to ensure we could implement the improvements rapidly.

"We were kept informed at all times and where any issues arose we were swift in working with Perceptions Coaching to put things right."

**Julie Scholes**, Regional Director, Integrated Environmental Services

*Contact us today to discuss your interim needs.....*

*Tel: 01206 562367 Mob:07919 522246*

*[www.perceptionscoaching.co.uk](http://www.perceptionscoaching.co.uk)*

*e-mail: [sales@perceptionscoaching.co.uk](mailto:sales@perceptionscoaching.co.uk)*