



Team Effectiveness

Customised learning solutions
Transforming your individuals, teams and organisations

- How can you improve team relationships and foster a great team spirit?
- How can you improve cross-functional working and help teams collaborate more effectively around collective goals?



- How can you assess the unique strengths and challenges of each team in your organisation?
- How can you help teams recognise and value the contribution of each team member?
- What if you could monitor team performance on a regular basis, helping you to create high-performing teams and exceed expectations?

Our Team Effectiveness Solutions

Working in consultation with you, we develop and deliver Team Effectiveness solutions that directly meet your organisational needs and objectives.

Our Team Effectiveness solutions adopt a unique approach to team development, focusing both on improving relationships and interactions between team members as well as enabling the team to excel in the skills and capabilities required to meet individual and collective objectives. This combined focus on team relationships and team capabilities enables the team to create a high-performance environment where team members can celebrate success, deliver results and exceed expectations.

Insights Team Effectiveness Wheel



The Insights Approach to Team Effectiveness

Our Team Effectiveness solutions are supported by our two unique and complementary learning systems, Discovery and Navigator, which measure preference and capability.



The combination of these two learning systems threaded through our Team Effectiveness portfolio provides teams with a rich and inspirational learning experience which helps them:

- Understand the preferred style and approach of each team member and their unique contribution to the team
- Explore the interdependencies and relationships between team members to improve rapport, relationships and productivity
- Create a respectful and safe environment for giving and receiving feedback
- Explore the team dynamic and the team's strengths and challenges in the context of the team's goals
- Assess the team's capabilities against our sixteen critical success factors for high-performing teams
- Focus on improving performance in those areas most critical to the team's success
- Monitor team progress over time and assess the pre and post impact of any change initiatives
- Create action plans for continuous improvement towards team goals

Getting Qualified

Should you wish to empower your own people with the skills and knowledge to deliver Insights Team Effectiveness solutions in-house, a Qualification is available.

Insights Team Effectiveness in Action: Client Case Study

Insights is a global learning and development company working in partnership with leading organisations across the world.

Our transformational learning solutions are supported by our extensive portfolio of customisable products and services. This portfolio, delivered by Insights' world-wide team of exceptional and inspirational people, helps our clients improve their effectiveness in five key areas:

- Individuals
- Teams
- Organisations
- Sales
- Leadership

Underpinning our learning solutions are two unique and complementary learning systems, Discovery and Navigator. These systems measure preference and capability and provide an engaging and accessible language for learning.

This language, threaded through our entire portfolio, enables our clients to experience rich, deep and inspiring learning solutions that enhance relationships, improve performance and change personal and professional lives forever.

BT

Need:

BT is one of the world's largest telecom companies employing in excess of 100,000 people in the UK and across the world. Within an organisation of this size, restructures are a regular occurrence, often having considerable financial implication. BT sought a learning and development methodology that would support departmental and organisational restructures – assisting with the formation of new teams, and the performance of existing teams, enabling them to be more effective and operating at peak-performance as quickly as possible.

Solution:

A Team Effectiveness programme, to help individuals recognise the role and contribution they make to the team and how this is translated into organisational objectives, was created. The programme adopted a facilitated workshop format, complemented by learning materials, self-learning, coaching and mentoring. The entire programme was built on the foundation of the Insights Discovery Personal Profile – to promote and ensure an environment of open, honest and respectful communication.

Result:

Insights' initial involvement was in support of BT's annual employee survey - CARE. Scores rose, attributed solely to the motivational impact of the Insights Discovery System and the way the system helps individuals feel valued. Insights Discovery and supporting methodologies have been firmly adopted as the language of change across many business units in BT. Providing BT with this inclusive and respectful language has enabled team members to:

- Air their fears and concerns around new roles and responsibilities without recrimination
- Respond more positively towards colleagues' behaviours
- Identify training and development needs
- Create personal and team development plans
- Align individual and team objectives to the organisation's goals

To date more than 4,000 employees have received their Discovery Personal Profiles and many people have been Insights Discovery Accredited.

“We use Insights' methodologies extensively throughout BT for understanding self, understanding others and learning how to adapt and connect more easily with everyone. We use the methodologies for team creation and team building, to help managers understand their people more easily and to develop rewarding and productive relationships. The Insights Discovery language has swept throughout our organisation because it is fun to learn, inspirational to experience, easy to remember, effective and practical in application. This means it gets used. It is our objective to fully integrate Insights Discovery into our culture.”



Katrina Dunkley
Head of Leadership and
People Development
BT Wholesale



GLOBAL HEADQUARTERS

Insights Learning & Development Ltd
Jack Martin Way, Claverhouse Business Park, Dundee DD4 9FF, Scotland, UK
T: +44 (0)1382 908050 F: +44 (0)1382 908051 E: Insights@insights.com www.insights.com