



Mitchell Palmer – Case Study

Context:	Medium size business - Utilities
Our service stream:	Engagement – Strategy Cascade

The challenge: The business had a new goal, new strategy and targets and new values, but these had not been widely shared. Consequently the organisation scored poorly in an employee opinion survey when asked about alignment between company goals and individual contribution, and performance overall was not meeting expectations. In addition, cross functional collaboration was very limited.

How we supported them: We developed a 4 hour workshop titled “Making Connections” which aimed to communicate the company goal, targets and values and help employees to understand the link between them and their own individual personal objectives. It provided opportunity for employees to understand the goals and targets of other functions – to comment on them, and seek to identify areas of potential collaboration or risk and to build relationships across the business. We designed and facilitated the workshops – working with the board and their direct reports and subsequently cascading throughout the 1700 employees, and delivered a full facilitator pack so that the workshop can be run self-sufficiently every year.

Testimonial: *“A very engaging session with lots of interaction – great!”*

“Great step towards alignment of work and objectives across the business.”

“A very useful day and great process to make sure that all our targets are focussed on one goal.”