

# Case Study

## High Performance Teams

Insurance Australia Group

### Background

IAG is a highly successful international general insurance group, with operations in the UK, Asia and Australasia. After a period of significant restructuring they were looking to increase efficiency in their operations by improving communication and teamwork between their call centre staff and insurance assessors who talked often, but never met.

### Brief

IAG asked Alchemy to create a day course to challenge their employees and develop new teamwork skills in an environment which would make them feel valued and rewarded, and in which they could build individual relationships with their colleagues.

### Activity

Alchemy worked with an experienced facilitator to design the intensive team programme for IAG. The day combined personal development and teamwork training modules with customised challenges to put the theory into practice and get participants working together.

Classroom sessions covered;

- team profiling (behavioural preferences and work models)
- characteristics of high performance teams
- developing trust in the working relationship
- reaching your individual potential

Three experiential learning modules were included to ground and practice the theory, and to bond the participants who had not previously met. The experiential modules were designed around the concept of vehicles to add relevance to the tasks.

### Icebreaker

Each team member was tasked with driving the rest of the team around an off-road track in a 4WD vehicle.

### Task 1 - Mid morning - "4WD Rescue" - Behavioural preferences

The participants were split into two teams and were required to work together to solve a problem involving a broken down 4WD vehicle. Facilitators observed the teams in action and used the exercises to reinforce points made in the classroom about behavioural preferences.

### Task 2 - Mid afternoon - "Roadside Assistance" - Coping with change

Teams were given instructions for a time-trial task to conduct simple repairs to a waiting vehicle. The teams planned how they would tackle the problem, however when they arrived at the vehicle they discovered all was not as they expected. The teams had to work together to revise their plan but still complete the original challenge.

### Result

"I was highly impressed with Alchemy's creative approach to our training courses. They worked seamlessly with our chosen trainer and together they produced a very effective course for our offices that was well received by all."



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+44 (0)207 199 3211 [www.alchemy-events.co.uk](http://www.alchemy-events.co.uk)

