

North West Employers

Case Study - High Performing Teams – HRMT Bolton Council

Bolton Council's HR Management Team worked collaboratively with North West Employers to create a tailored programme to support a newly created HR management team. The programme was designed to help the new team to forge strong, healthy and supportive relationships in order to deliver a HR/OD strategic plan across the council's departments.

Our aims were to

- Recharge and create resilience
- Create an identity for our team and service
- Recognised our shared purpose
- Develop trust, confidence and expertise
- Agree sustainable and maintainable change and work together
- Building habits to lead to delivering an excellent service

The programme was designed to help the team go 'back to basics' and 'change the narrative' in the way HR/OD was delivering its services or being perceived by its client department. Planning for the programme was key to getting this right.

The programme was delivered over several months and included a combination of theoretic and practical application in order to fully understand our current positions and to embrace change and develop resilience.

The management development programme consolidated us as a relatively new management team and helped forge better relationships with the team members. The 'monkey tree' ice breaker gave an insight into where we all saw ourselves at the first session and by revisiting this at subsequent sessions, we could see how we were progressing and changing. Subsequently we have all used this technique in our wider individual HR teams to support general wellbeing and capacity issues.

The session on reframing essential conversations was very useful and we have implemented some of the strategies suggested, additionally the 'Trust Equation' was very interesting and useful.

During the final sessions we attended gave us as a team our future priorities and objectives and we were able to see where our specific departments fit into the bigger picture HR/OD strategy.

We have all developed both personally and professional as a result of this programme and continue to implement the learning, techniques in our daily practices as well as build on our support for each other.