

## Essential Management Skills Programme 'Making a Difference' Improving Teams Quality Scores



Help to Buy Wales support eligible purchasers to buy new build homes with assistance from the Welsh Government in the form of a shared equity loan. Two Team Leaders from the organisation were selected for leadership and management development and were enrolled on the Essential Management Skills 1/17 and 2/17 Programmes.

Despite attending separate programmes, Rachel, Pre-Sales Team Leader, and Kahlia, Post-Sales Team Leader, decided to work together to achieve their 'MaD' project aim, which was to successfully improve their teams overall average quality scores by a minimum of 10%.

The initial steps they agreed and implemented to achieve their 'MaD' goal were:

- Active coaching with their individual teams.
- The implementation of a team training matrix.
- Accurate recording of performance data.
- Measuring results in increments of 5% at six month intervals.

Whilst attending their workshops, they both discovered that learning about 'Communicating in Colours' (Workshop 3) was extremely beneficial in helping them achieve their planned steps. Understanding their team's different colours and personalities allowed them to pitch their coaching sessions to reflect the staff member's communication preferences. This approach also gained support from all team members, winning hearts and minds and overcoming resistance to the introduction of a training matrix.



PRE – SALES TRAINING MATRIX



They reviewed the previous Quality Assessment Samples to gain a more in-depth understanding of their current KPI, and to allow them to start thinking about areas they could improve. They also analysed the current level of coaching within the business, as well as their team's training levels, which allowed them to create the training matrix. This proved to be an excellent tool to create individual focus, challenge performance and develop team working within and across the two teams.



Rachel and Kahlia then began ensuring that all current sampling was actioned in an accurate manner and closed off by their teams. This then allowed them to update the performance logs and identify any key coaching points with their teams which needed to be implemented for continued improvement.

Rachel and Kahlia were delighted to report that they achieved a whopping 50% reduction in the overall team quality score average, scoring 2.67%, a fantastic return for all their effort and determination in developing how their teams improved their quality handling and processing. A big well done to them and their teams!

From completing the programme, (attending the workshops, implementing the recommended action plans and a 'MaD' project), Rachel and Kahlia believe they have:

- Gained inner self-confidence in their ability to manage and motivate their teams.
- Learnt about the importance of communicating with clarity.
- Developed coaching techniques which will help them and their team members develop further in the workplace.



Going forward, Rachel and Kahlia are going to continue to monitor and coach their teams, which will be needed as their team's workloads increases as a result of business growth. They also envisage rolling out group coaching sessions to increase team involvement to deal with the implementation of new process and procedures.