

# Team Working and *Organisational Development*



## SITUATION

Greater Manchester Passenger Transport Executive (GMPTe) is at the forefront of European passenger transport, having developed and managed Britain's

first-on street rapid transport system, Metrolink.

GMPTe first approached Oakridge more than three years ago and the relationship is still flourishing today. Staff have consistently performed at levels to raise the standards of transport. However, it was felt that more project and matrix team working was a pre-requisite if the culture of the organisation was to progress. Building stronger teams across the organisation – as well as equipping individuals with the underpinning skills and knowledge – would lead to higher performing teams.

## OUR CONTRIBUTION

We agreed project objectives and terms of reference with GMPTe. It was decided that these should be built around performance and enabling people to change. The programme was designed to be fun and highly practical, gaining the commitment of individuals and teams to become high performing teams and develop an organisation-wide team working culture.



## PROGRAMME DELIVERY

The programme rolled out across 400 staff - split between field based and administrative. All staff underwent training through a comprehensive Working Together Team Building Programme aimed at improving communication skills, performance and influencing covering behaviours and attitudes. Events ran in bus stations and offices around Greater Manchester. Teams developed action plans and progress was continuously reviewed.

## RESULTS

*The training was a major benefit to GMPTe during the Commonwealth Games. Staff came together to ensure the provision of public transport for the event was a great success. The training also contributed to the demanding Best Value Benchmark which required employees to become more effective in their individual roles and ultimately improve the cost effectiveness of the business and improved ways of working.*

## WHAT DID THE CLIENT SAY

***“The consultants at Oakridge have perfected the art of responding to their clients needs. By listening carefully they encourage and build on the client's suggestions where the client is struggling. This helps to develop a trusting, constructive partnership that has proved invaluable in our organisation.”***

Director of Organisational Performance and Change GMPTe.

*achieving more together*